

Review of compliance

Odiham Dental Care Odiham Dental Care	
Region:	South East
Location address:	45B High Street Odiham Hook Hampshire RG29 1LF
Type of service:	Dental service
Date of Publication:	April 2012
Overview of the service:	Odiham Dental Care is a private surgery in a period building on Odiham high street in Hampshire. The surgery has been modernised and there is full wheelchair access and facilities. There are two partners and two associate dentists working at different times during the week from the one surgery. The dentist employs reception staff, a hygienist and dental nurses.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Odiham Dental Care was meeting all the essential standards of quality and safety.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 28 March 2012, observed how people were being cared for, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We spoke with patients who had kindly given their permission to be contacted by telephone following our visit. These patients had recently attended the surgery and they shared their views about their care.

Patients told us they were very pleased with the service. They said they had been given good information about their treatment choices, with options explained and discussed and they had time to consider those options. We were told that reception staff were also courteous, friendly and helpful.

Everyone was complimentary about the quality of care provided. Patients said they had been asked to complete forms detailing their medical history.

They also said the environment appeared clean and that clinical staff wore appropriate personal protective equipment, such as gloves and masks

What we found about the standards we reviewed and how well Odiham Dental Care was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

Patients are involved in decisions about their dental care, which is based on their individual needs and preferences. Patients are treated with courtesy and respect. Overall, we found that Odiham Dental Care was meeting this essential standard.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

Patients experience effective and appropriate care, treatment and support that meets their needs. Their treatment plans were clearly recorded, and based on assessment and diagnostic information. Arrangements were in place for dealing with foreseeable emergencies.

Overall, we found that Odiham Dental Care was meeting this essential standard.

Outcome 07: People should be protected from abuse and staff should respect their human rights

Patients are protected from abuse, or the risk of abuse, because staff are able to identify and take action if abuse is suspected or witnessed.

Overall, we found that Odiham Dental Care was meeting this essential standard.

Outcome 08: People should be cared for in a clean environment and protected from the risk of infection

People are protected against the risk of infection because the provider has an effective infection control system that identifies any risks and ensures these are minimised.

Overall, we found that Odiham Dental Care was meeting this essential standard.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

People are protected from the risk of inappropriate care because the provider operated an effective system to monitor the quality of the service and takes patients views into account.

Overall, we found that Odiham Dental Care was meeting this essential standard.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

Patients told us they were always treated with courtesy and respect by the reception staff as well as all the clinical staff.

Patients said the clinical staff always fully discussed their treatment options with them and explained the risks, benefits and costs of any treatments.

They said they had time to make decisions about their treatment and they could ask any questions.

Other evidence

We saw a sample of four patient notes, these recorded that the dentist had fully explained the treatment options to each patient including the risks, benefits and costs of treatments. Patient's wishes were also recorded in their notes.

The dentist told us that initial consultations lasted between 45 and 50 minutes which allowed for a full discussion of all treatment options and for the patient to ask any questions.

The patient notes included a treatment plan which each patient took home with them. This plan gave them a record of the treatment options and the associated costs. This meant patients had time to make an informed decision prior to any treatment starting.

The patient's notes confirmed that the dentist had discussed diet and social history

including any alcohol and tobacco use. The dentist told us that they discuss these, where relevant, with patients and they give advice.

The dentist said they discussed diet with children and their parents and they had developed individual diet and nutrition sheets to increase health awareness and promotion.

The dentist used a number of methods to assist patients to understand their treatments including X-rays, diagrams, photographs and leaflets.

We observed the dentist using photographs with a patient during their treatment.

The dentist is accredited by the British Dental Association for good practice. There are leaflets available in the waiting room. This accreditation is checked annually and the criteria include, providing care that meets patient's needs and wishes. Explaining options to patient's and ensuring patients can make an informed choice about any treatments.

We were given a copy of a pack that is available to all patients. This included information about the clinical staff and their qualifications. The treatments and opening times and a full list of the costs. The information about opening times and emergency contacts is displayed in the window of the surgery and inside the waiting room.

Our judgement

Patients are involved in decisions about their dental care, which is based on their individual needs and preferences. Patients are treated with courtesy and respect. Overall, we found that Odiham Dental Care was meeting this essential standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

We spoke with patients about their care. Everyone was complimentary about the quality of care provided. Those that were having treatments, had received treatment plans and were aware of the costs. They told us they had had a thorough discussion about the risks and benefits of different procedures, and were given time to think about the options and ask further questions. Patients said they had been asked to complete forms detailing their medical history, and were generally asked if anything had changed at subsequent appointments.

Other evidence

During our visit we spoke with the dentist and one reception staff, we observed part of one consultation and treatment and saw a sample of the patient records.

The patient's records included a full medical and social history and information about any treatment options and the wishes of the patients. Patients were asked about any changes to their medical or social history at every appointment and the notes demonstrated that any changes had been recorded.

We observed the dentist consulting with a patient and carrying out part of a treatment. The dentist was welcoming and friendly and they spent time explaining the procedure as they carried out each process. They also checked several times that the patient was satisfied with the procedure and that they were comfortable.

Patient's records are generally kept electronically and printed treatment plans were

given to patients detailing their options and the associated costs. The dentist told us that they tried to focus on preventative care. To achieve this they carried out full checks including mouth and gum screening for any conditions, and gave advice related to the health of patient's mouth, teeth and gums.

Staff had all had annual training in basic life support and the dentist had booked a new training course for April 2012 which included the use of the defibrillator and the management of life support medication. The surgery had a store of basic life support equipment.

The staff had a procedure in place to follow in the event of any accidents or incidents and a method for recording these. No accidents or incidents had taken place. We saw equipment boxes in the surgery for the safe handling of spillages. The staff knew where these were kept and how to use them.

Our judgement

Patients experience effective and appropriate care, treatment and support that meets their needs. Their treatment plans were clearly recorded, and based on assessment and diagnostic information. Arrangements were in place for dealing with foreseeable emergencies.

Overall, we found that Odiham Dental Care was meeting this essential standard.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

Patients told us they felt safe at the surgery and during treatment and they could speak to any of the staff.

Other evidence

The surgery treats both adults and children but children are always accompanied by an adult.

The surgery had policies and procedures for both safeguarding vulnerable adults and safeguarding children. Procedures for alerting the local authority, or the NHS, of safeguarding concerns relating to children were available.

One dentist and one nurse had attended courses in safeguarding up to level two. They had then shared their knowledge with other staff during meetings. Staff had also completed on line training regarding safeguarding.

The dentist explained that because he also worked for the NHS he was fully aware of the Mental Capacity Act should they need to assess someone's capacity to make decisions about their care.

We saw a flow chart which gave the staff guidance about the Mental Capacity Act displayed in the staff room.

The receptionist told us there was a procedure to follow should the staff feel threatened at any time and they were aware of the whistle blowing procedure, should they ever have concerns about the work or practices of a colleague.

During our visit an agency nurse attended the clinic. The dentist had already requested and received written confirmation from the agency which confirmed the nurse had a

current criminal records bureau check and they were registered with the general dental council.

Our judgement

Patients are protected from abuse, or the risk of abuse, because staff are able to identify and take action if abuse is suspected or witnessed.

Overall, we found that Odiham Dental Care was meeting this essential standard.

Outcome 08: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

What we found

Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

Patients told us the surgery and waiting rooms were always clean and staff wore appropriate protective clothing during their treatments.

Other evidence

During our visit, we looked at documents relating to infection control and also reviewed the decontamination procedures the surgery had in place.

We were shown how instruments that needed decontamination were processed. The surgery had a dedicated decontamination room, with one entrance for dirty equipment, and a separate exit for clean items. These were separate hatches from and to the surgery. The decontamination room was kept locked and it contained modern fully serviced equipment such as a washer and steriliser.

One dentist had been appointed the lead for infection control, but the dentist explained that all staff had infection control responsibilities and all clinical staff attended annual training.

The surgery contained clean bagged items that were dated and these were checked regularly. There was a written schedule that staff followed to ensure these were re-sterilised if not used by the recorded dates.

We saw a record of regular checks in the decontamination room and these were completed.

The surgery was well organised and had separate areas and storage for different equipment. There was a box with cleaning equipment in the event of spillages of fluids or mercury but neither had been required to be used. There was a check list for dates of when equipment required replacing and all the equipment we saw was in date.

The surgery used colour coding for all cleaning materials so the correct equipment was used in different areas to minimise the risk of cross infection.

We observed that staff and patients wore protective clothing and equipment during a procedure and the dentist changed their gloves after finishing different parts of the same treatment.

Our judgement

People are protected against the risk of infection because the provider has an effective infection control system that identifies any risks and ensures these are minimised.

Overall, we found that Odiham Dental Care was meeting this essential standard.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

Patients told us they had been asked their opinions about the service and they had been asked to complete a survey.

Patients said they were very satisfied with the service and they had recommended the surgery to family and friends.

Other evidence

During our visit we reviewed the results of a recent survey. Two hundred questionnaires had been sent to a random selection of patients and 70 had been completed and returned. Staff had analysed the results. The results were very positive. Comments included 'I am very happy to be your customer' 'I am impressed by the staff and the treatments'.

The provider had taken action as a result when patients had made suggestions for improvement. An example was where one patient had commented that more information could be available outside the surgery. The provider had put up new posters in the windows, advertising opening hours and the range of treatments.

The dentist told us they audit the patient's records and update any where more details are needed.

Audits are also carried out for infection control procedures and for decontamination and cleaning.

Our judgement

People are protected from the risk of inappropriate care because the provider operated

an effective system to monitor the quality of the service and takes patients views into account.

Overall, we found that Odiham Dental Care was meeting this essential standard.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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