Mr. Allan Milton  
Queenborough Dental Clinic

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<tr>
<th>Region:</th>
<th>South East</th>
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| Location address:  | 1 Railway Terrace  
                        Queenborough  
                        Kent  
                        ME11 5AY |
| Type of service:   | Dental service |
| Date of Publication: | March 2012 |
| Overview of the service: | The premises are a small clinic with one surgery room on the ground floor, and a dental laboratory on the first floor. The premises have been designed with suitable access for people in wheelchairs. The service has two clinics that run part-time: a denture clinic with a Clinical Dental Technician for denture patients, and a clinic with the Dental Surgeon for general dentistry and cosmetic work. The practice does not |
| take NHS clients. |
Our current overall judgement

Queenborough Dental Clinic 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 27 February 2012, checked the provider's records, 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

The visit was carried out by one Inspector over three hours. We (i.e. CQC) talked with six patients and a relative during the visit. Their comments included the following:

"The dental technician is marvellous! Nothing is too much trouble. I am very well looked after here."
"It is very good here. I have been coming here for a few years. The dentist and technician always explain everything and are very helpful."
"The staff always try and do what they can to help."
"This is my first visit here. I was recommended to come here by several of my friends."
"I came here for the technician to sort out my dentures. He is always very good. The practice is always very clean and tidy. I never have to wait for very long. I think that if anyone is in pain they try and make sure they are seen as soon as possible."
"They have done a wonderful job with the premises; it is lovely in here."

What we found about the standards we reviewed and how well Queenborough Dental Clinic 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

The practice ensured that people were involved in discussing their treatment options, and their decisions were fully respected.
Overall, we found that Queenborough Dental Clinic was meeting this essential standard.
Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

People's individual treatment needs were assessed and carried out in accordance with their own decisions. Overall, we found that Queenborough Dental Clinic was meeting this essential standard.

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

The practice had systems in place to protect people from abuse. Overall, we found that Queenborough Dental Clinic was meeting this essential standard.

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

The practice had reliable systems in place to prevent and control the spread of infections. Overall, we found that Queenborough Dental Clinic 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

The service had suitable systems in place for monitoring the ongoing effectiveness of the practice. Overall, we found that Queenborough Dental Clinic 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
A person who visited for the first time commented after their visit that it "had been nice to be given time to discuss what was needed."

Another person said they were sometimes concerned that the sliding door between the consulting room and the reception/waiting area might be left open, and conversations could be overheard. However, they had noticed that the dental nurse/receptionist usually had quiet music playing, which prevented people from hearing what was said; and the door was usually kept fully shut when people were receiving treatment.

A different person said "The staff are all lovely, and have lovely attitudes."

Other evidence
We saw that the staff were friendly and welcoming to people, and put people at their ease. New people were asked to complete a form with their general details and medical history. The service provided an information leaflet, which included the qualifications of the staff and the opening hours. A dental nurse told us that this could be provided in large print if requested.

The staff could also provide a basic translation service for anyone whose first language
was not English. However, they would encourage people to bring a relative or friend with them who could translate if possible. The dental technician confirmed that the practice would not carry out any work for anyone if they were unsure they fully understood the treatment, and what they were consenting to. This also applied to people with learning difficulties or dementia. The staff were aware of the Mental Capacity Act 2005, and the importance of ensuring that people could fully understand and consent to treatment, or their appointed representative could make the decision on their behalf and in their best interest.

The practice only occasionally treated children, and consent was obtained from their parent or guardian prior to any examination or treatment.

People said that treatments were fully discussed with them before being commenced, and this included the details of treatment, and the cost. We saw that the clinic's payment policy, and prices for different treatments were displayed in the waiting area. There were also price lists to take away. We were informed that no one would be rushed into any treatment, but that people could take as long as they liked to evaluate their options, and book an appointment for treatment when they had made a decision.

The practice provided leaflets about different aspects of treatment, such as "advice after an extraction" and "root canal treatment" so that people could be fully informed prior to commencing treatment.

As noted by one of the patients, the practice had a sliding door between the consulting room and the reception/waiting area. We saw that the dental nurse was careful to keep this closed during private discussions with people, and when treatment was being given. Music playing in the reception area helped to cover up any information being shared in the consulting room. Windows had frosted glass to prevent people seeing through.

The staff had recently developed a patient feedback questionnaire for people to complete. However, an insufficient number had been completed to analyse the results and make any relevant changes.

**Our judgement**
The practice ensured that people were involved in discussing their treatment options, and their decisions were fully respected.
Overall, we found that Queenborough Dental Clinic 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

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<td>The provider is compliant with Outcome 04: Care and welfare of people who use services</td>
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<tr>
<td>What people who use the service experienced and told us</td>
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<tr>
<td>One person said after their treatment: &quot;That was very good, very nice! They deserve a gold medal!&quot;</td>
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<td>Another person said &quot;They always look after me well. It is very pleasant to come here.&quot;</td>
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<td>A different person said &quot;The dentist is smashing! I was very nervous when I needed some teeth out, but I didn't feel a thing. He is very gentle and caring.&quot;</td>
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<td>People said that they were given advice and information about the next stages in their treatment.</td>
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<td>The practice maintained computerised dental records, which enabled the staff to discuss exact details on the screen with the person concerned. A back-up system was in place to maintain the safety of these records. Treatment details were also recorded in written records, and we viewed four of these, taken at random. We saw that people were asked to confirm if any of their medical details had changed at the start of each new treatment course. People were provided with a written treatment plan where this was required.</td>
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<td>During the morning we noticed that two people asked for urgent treatment for different reasons. The dental nurse contacted the dental surgeon (who was working at a different practice on this day), and managed to arrange urgent appointments for the</td>
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The staff were trained in basic life support and medical emergencies, and there were protocols to follow in the event of anyone collapsing.

We saw that the waiting area was clean and had sufficient seating for people waiting for treatment. There was a variety of magazines to read; and information leaflets and notices about dental care were on display. The premises included a disabled toilet facility for people’s use.

**Our judgement**

People’s individual treatment needs were assessed and carried out in accordance with their own decisions.

Overall, we found that Queenborough Dental Clinic 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

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<td>The provider is compliant with Outcome 07: Safeguarding people who use services from abuse</td>
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| **What people who use the service experienced and told us**  
We did not receive any information from people receiving the service about this essential standard. |

**Other evidence**  
The practice had a child protection policy and staff had been trained in safeguarding children from abuse, and safeguarding vulnerable adults.

The practice only occasionally treated children, and the staff checked that children were accompanied by a parent or an authorised representative. The staff did not take responsibility for any children whilst adults were receiving treatment; and they had processes in place for children to join the adult in the consulting room; or wait in the reception area with the sliding door remaining open. This was agreed with the person receiving the treatment.

We were informed that the dental surgeon and dental technician would sometimes carry out domiciliary visits to people's own homes. They would ensure that any vulnerable adults understood the treatment needed and the options available. The dental technician said that vulnerable adults were usually accompanied by a relative or carer who could ensure that the person understood the processes that were needed.

The practice had clearly written policies and procedures for recognising and reporting any suspicions of abuse; and for reporting serious incidents to the appropriate authorities.
**Our judgement**
The practice had systems in place to protect people from abuse.
Overall, we found that Queenborough Dental Clinic 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
Two people commented during our visit that the premises were always clean and tidy.

Other evidence
We saw that the dental practice was visibly clean in all areas. The décor was in good condition, and surfaces were free from dust. The toilet facilities included a hand washing basin, liquid soap and an electric hand dryer. Cleaning materials were colour coded for different areas of the premises.

We talked with the dental technician and a dental nurse. They explained the procedure for cleaning areas in the consulting room between patients. This included discarding all disposable protection items, such as hand control covers, head rests, and end fittings from the suction unit; cleaning those areas, and providing new covers. There were cleaning programmes in place for the end of each treatment session; and checks made prior to commencing treatments. The dental nurse was in the process of studying for her level 3 diploma, and as a student, her work was supervised by the trained clinical dental technician; ensuring that infection control procedures were correctly followed.

The dental technician explained the processes for dirty and clean zones in the consulting room; and how the instruments were cleaned and sterilised between patients. These were bagged up in the clean zone ready for re-use. There were ongoing checks to ensure that the autoclave was working at the correct temperatures for effective decontamination and sterilisation.

We saw that the staff wore personal protective clothing, and wore masks and gloves when giving treatments. There were infection control guidelines stressing the
importance of hand washing between patients, before applying fresh gloves.

The practice had had a legionella risk assessment carried out by a consultancy within the previous month. No remedial actions were required. The person carrying out the work noted that there were "general high standards of hygiene throughout."

**Our judgement**
The practice had reliable systems in place to prevent and control the spread of infections.
Overall, we found that Queenborough Dental Clinic 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

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**Other evidence**

The practice provided people with sufficient time to discuss their treatments and any concerns. People found the staff to be friendly and approachable, and said that if they had any concerns about their treatment that they would have no problem in talking with any of the staff.

The practice provided suitable leaflets with information about opening times, staff qualifications, and different types of treatments. People were invited to give feedback about their experiences by completing questionnaires. These were available on the reception desk, and could be completed anonymously if preferred. We were informed that these would be analysed for their content in due course, and any relevant changes would be considered.

The staff met together to discuss any concerns raised, and to talk about how the practice was progressing.

There were procedures in place to monitor the equipment and ensure that it was working correctly.

The staff had developed their own assessment as to how the practice was meeting the
essential standards of quality and safety.

**Our judgement**
The service had suitable systems in place for monitoring the ongoing effectiveness of the practice.
Overall, we found that Queenborough Dental Clinic 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.