Review of compliance

Dr. Kultej Sihra  
Wimbledon Dental Care

<table>
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<tr>
<th>Region:</th>
<th>London</th>
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| Location address: | 6a The Broadway  
Wimbledon  
London  
SW19 1RF     |
| Type of service: | Dental service         |
| Date of Publication: | April 2012            |
| Overview of the service: | Wimbledon Dental Care provides mainly private treatment to members of the public; it does also provide some NHS work but this is limited. |
Our current overall judgement

Wimbledon 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, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We spoke to three people who use the service who were very positive about the attitude, care and treatment that they received from the practice team.

People told us that their treatment was explained to them and they were given information about the cost of treatment prior to work starting. People told us their privacy was respected and the practice was always clean and comfortable.

Wimbledon Dental Care is a small practice with three members of staff in total; a dentist who also does the work of a hygienist, a nurse and receptionist. The practice is open late two evenings a week, and also provides some appointments on a Saturday morning.

The practice is located above a shop in Wimbledon town centre; there are three sets of stairs to access all parts of the practice. The practice therefore does not have full disabled access.

What we found about the standards we reviewed and how well Wimbledon 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

The registered provider ensures that patients are clear about the treatment options and that they are involved and consulted at every stage.

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

People receive safe and appropriate care that meets their needs.

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

The registered provider ensures that patients are cared for in a manner that safeguards them and protects their rights.

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

The registered provider ensures that patients receive care and treatment in a safe and hygienic environment.

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
People who use the service told us that staff were 'very friendly' and 'very pleasant' which made them feel at ease. All the people that we spoke had been coming to the same practice for some considerable time, including someone who lives in Brighton. Comments we received about the dentist included, 'I haven't got a bad thing to say about him – he's such a good dentist' and 'I wouldn't take my gnashers to anyone else.'

People told us that their treatment is always explained to them before it starts. In the treatment rooms we saw that there were computer screens which gave visual explanations of various treatments.

People told us that they are given information about the costs of any treatment, someone told us 'it's expensive, but its private care.' Someone else told us that 'its open about the costs and I always ask if I'm not sure'.

Other evidence
We noted that there was some information available in the waiting area including a menu of costs on the wall. There was also information about how to make a complaint if you were not happy about the care you were receiving.
We were given details of the survey completed in March 2012 which were in the main very positive with most people satisfied with the practice.

**Our judgement**
The registered provider ensures that patients are clear about the treatment options and that they are involved and consulted at every stage.
## 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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| **What people who use the service experienced and told us**  
People spoke positively about the attitude, care and treatment provided by the practice team. They told us that appointments were always made available for any emergency treatment.  

**Other evidence**  
We looked at some medical notes of people who use the service chosen at random. We saw that the patient's confidential medical history was updated regularly and that notes were up to date. The practice keeps both written and computer records; written records were kept locked away every time the front desk was left unattended.  

Staff had all completed formal CPR training for medical emergencies in March 2012; all appropriate resuscitation equipment, including a defibrillator and oxygen was easily available. We discussed with the registered provider that the practice should consider undertaking regular resuscitation drills so that all staff are aware of expectations during an emergency.  

**Our judgement**  
People receive safe and appropriate care that meets their needs. |
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**
People who use the service told us that if they had any issues or problems about the treatment that they were receiving they would have no hesitation about talking to the dentist. |

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<td>We were shown the practice's policy on safeguarding children and adults from abuse.</td>
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Practice staff had awareness of what they needed to do if they suspected abuse, including information about who they must contact within the local authority.

We saw that the dentist had a current copy of his enhanced Criminal Records Beaux (CRB) check. There was evidence that the registered provider had applied for CRB’s for other staff members. We discussed this with the registered provider who assured us that in future CRB’s checks will be undertaken for all new staff prior to the commencement of employment.

We saw copies of the complaints form and the complaints policy; these included the timescales of responses.

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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
People who use the service told us the practice was always comfortable clean and tidy.

Other evidence
The practice was observed to be very clean and hygienically maintained. There is a clear process of cleaning that is undertaken between patients.

We were shown the practices procedure for washing, decontamination and bagging of the instruments used for treatment. There was a clear and identifiable route for instruments from dirty to clean. Instruments were bagged appropriately with dates signifying when decontamination needs to be repeated.

All equipment is well maintained and serviced regularly.

The current decontamination room does not have an extractor fan and therefore there is not a sufficient flow of air in the room. We discussed this with the registered provider who told us that there are waiting for the council to give permission to complete the installation of the fan. This is because the outlet of the extractor fan would be at the front of the practice and building permission is required. We expect this work to be completed so that the practice is compliant with regulations.

There was adequate hand washing facilities which were clean and in good condition. Staff had access to disposable gloves, aprons, face and eye protection. The sharps bin was well maintained and located in a safe place.

Our judgement
The registered provider ensures that patients receive care and treatment in a safe and hygienic environment.
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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