

Review of compliance

Mr Liam Corbett The Station Dental Practice	
Region:	West Midlands
Location address:	61 Pershore Road South Kings Norton Birmingham West Midlands B30 3EL
Type of service:	Dental service
Date of Publication:	April 2012
Overview of the service:	This dental practice provides a range of dental treatments for adults and children under the NHS. The practice also sees people on a private basis.

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

Our current overall judgement

The Station Dental Practice 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 9 March 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

Our visit was discussed and arranged with the practice a few days in advance. This was to ensure that we had time to see and speak with staff working at the practice, as well as people registered with the practice. We asked the staff at the practice to issue a questionnaire to some of the people who received a service.

As part of our visit, we spoke with nine people who were registered with the practice. We also spoke with the two dentists and their staff about working at the practice.

People that used the practice told us that they were happy with the quality of treatment received. They felt they were given enough information about their treatment options and the relevant fees, and were able to ask all the questions they wanted to.

Comments that we received in the thirteen questionnaires that we received included:-

'This is a well run practice.

Good quality dental care.

Good service, friendly staff.

Never have to wait long, staff are friendly, treatment is good.

Listen to you and make you feel at ease.

They are marvellous and so their best to make me feel comfortable.'

People told us that the practice was clean and tidy and had no concerns about hygiene standards.

What we found about the standards we reviewed and how well The Station Dental Practice was meeting them

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

People receive well planned care that reflects their individual needs and choices.

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

There are arrangements in place to protect people from poor standards of cleanliness and the risk of infection based on national guidance.

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 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 nine people about the quality of treatment received. People told us they were happy with their dental care and treatment. Comments we received from people included:-

"Really good dentist."

"He (dentist) is very good at giving advice. Very supportive."

"Very pleased with dental care. Staff always polite and very efficient."

"She (dentist) was brilliant and told me everything so that I understood."

"Very good (dentist), always explains what causes any problems and what may help."

"Liam (dentist) sits and talks about how you have been and whether you have any problems. Was very definitely there for me."

We found that staff working at this practice had a flexible approach to making sure people were able to comfortably communicate their dental care needs to ensure people had their say in any treatment they received. For example, we saw a suggestion box and a dedicated book so that people using this practice could leave their comments about their dental care and treatment experiences.

The views of people on the quality of services received were monitored by the practice. We were also advised that staff at the practice were considering setting up a 'patient's forum'. This is where people could attend the practice, give their opinions of what was good about the practice and where they would like to see improvements made, for the good of their oral health and dental needs.

We observed people coming in this practice for their dental appointments and found that the dental staff were welcoming and friendly to place people at their ease. We saw that the receptionist was able to communicate with people in their preferred language. People that we spoke with told us that waiting times for their appointments were good and if they had a problem staff advised them to just ring for an appointment. People told us that they had enough information about their treatment options and what to expect and had been able to make choices about their treatment. We were told by several people that the dentist explained all treatment options together with any costs where appropriate.

People who we spoke with told us how they felt reassured by staff when receiving dental care and treatment. A person using this practice told us that they were petrified of going to the dentist but was supported by staff and felt that the dentist had listened to their fears which helped. Comments made by people in the questionnaires received which related to people's anxieties about going to the dentist included:-

'Dentist alleviated fears during my initial visit.'

'Always gives reassurance.'

'Talk about them.'

Staff confirmed to us that if people had toothache they would be seen by the dentist quickly. They would be given a sufficient amount of time for the dentist to make an assessment of what treatment was required to relieve the person's pain.

During our visit, we reviewed the dental records of three people treated by the practice. Ongoing records of treatment provided to people were held, supporting continuity of care and information on any specific risks or preferences for people. We found that all staff involved in the delivery of treatment took detailed dental and medical histories and carried out an examination as part of every appointment. This meant any necessary changes to people's treatment plans could be made. Following explanations and discussions, people were then asked to provide their written consent to treatment. A detailed record of the treatment completed and advice on what happened next was then made.

The frequency of check ups and follow up treatment was based on people's individual needs and current oral and dental health. All of the people we spoke with told us they were happy with the frequency of their checks ups and all follow up treatments.

Other evidence

We found a range of information was available to people attending the practice about services provided. Useful educational information on maintaining good dental health and general wellbeing was available. We also found that information was provided on how to access dental treatment when the practice was closed. This included a message

on the practice answer phone of who to contact.

We found that the registered provider had policies and procedures in place. These included arrangements for responding to medical emergencies and an emergency drugs kit, defibrillator and oxygen were available. Staff spoken with told us they had undertaken training for dealing with medical emergencies and were able to tell us where to find emergency equipment including oxygen. Staff were able to tell us how they would respond to any person who fainted that ensured that the person remained safe until they felt better.

Staff told us that they regularly checked the expiry dates noted on the emergency drugs and we found that this was the case as they were still in date.

Our judgement

People receive well planned care that reflects their individual needs and choices.

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 that we talked with after our visit gave us positive feedback about how clean the practice was when they visited. People we asked told us that the dentists and nurses always wore disposable gloves and offered them glasses to protect their eyes during treatment. Comments we received from people using the practice included:-

"Always offered glasses and bib."

"Offers protective bib and glasses."

The Code of Practice for health and adult social care requires providers to have adequate systems in place to prevent and control infection. The Code expects that all areas of a dental practice will be kept clean and suitable for treatment to be provided to people. During our visit, we found that the practice provided a clean and suitable treatment environment.

We saw that hand gel dispensers were located around the practice and were in good working order. Hygienic hand washing facilities were also provided in treatment rooms.

We saw that staff wore clean, smart, short sleeved uniforms so they could wash their hands thoroughly to reduce the risk of contamination from clothing.

Other evidence

The registered provider provided ongoing training in infection prevention and control for staff. The staff team working at the practice and they had all received this training. Staff told us they had undertaken training in disinfection and decontamination and the

wearing of personal protective equipment, such as, disposable aprons and gloves.

We saw evidence that the registered provider had established policies and procedures about cleanliness, decontamination and infection control. We found that there were clear schedules in place to ensure staff knew how, when and where to clean to ensure cleanliness and infection control was adequately managed.

A dental nurse that we spoke with told us about their responsibility to ensure that following each appointment, the treatment room where they were working was cleaned through to include the chair, main work surfaces and fittings. The equipment required for the next appointment was also checked to ensure available and safe to use.

The practice had a dedicated decontamination room where all the cleaning, checking and sterilisation of instruments took place. We found this room was clean and tidy. We saw that appropriate equipment was in this room.

A dental nurse talked us through the process in place for making sure that all instruments used are thoroughly cleaned and sterilised between each use. We were shown how staff rinse and then sterilise used instruments using appropriate equipment, with instruments then dried and bagged for use. Bags were dated and staff were responsible for checking that any instrument to be used was in date. We checked the instruments that had been sterilised and found them all to be in date for use with the expiry date so this can be seen at a glance. However, in one of the treatment rooms we found four trays of instruments that were not dated and these were removed immediately to be sterilised again. This treatment room was not being used on the day we visited.

We found that the autoclave machines were regularly checked to ensure they were working efficiently. If there were any errors we were told the instruments would be put through the autoclave again to ensure the cycle was working effectively ensuring instruments were sterilised.

We found there were procedures in place for checking and monitoring the safe disposal of clinical waste, needles or sharp objects to ensure required standards were maintained.

Our judgement

There are arrangements in place to protect people from poor standards of cleanliness and the risk of infection based on national guidance.

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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