### Daylesford Associates Limited
**Astley Dental Centre**

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| **Location address:** | 396 Manchester Road  
Astley  
Manchester  
M29 7DY |
| **Type of service:** | Dental service |
| **Date of Publication:** | June 2012 |
| **Overview of the service:** | Smart Dental care based in Astley Dental Clinic near Wigan, offers a range of NHS, independent and private treatment to adults and children. The surgery is situated on a main road with parking nearby. The practice also offers patients a home pick up and drop off service. |
Our current overall judgement

Astley Dental Centre was meeting all the essential standards of quality and safety inspected.

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 14 May 2012, looked at records of people who use services, reviewed information from people who use the service, talked to staff and talked to people who use services.

What people told us

During our visit we looked at satisfaction survey forms that had been recently completed by people attending appointments at the dental practice. All comments were positive and all rated the service as very good.

We spoke with a range of people about the service. They included nurses, the practice manager, compliance manager, receptionists and three people who received treatment from the practice.

People who used the practice were all very positive about the staff. Comments included; "The staff are brilliant". "The staff are most helpful and caring." and "The staff are understanding and reassuring".

The people who we asked confirmed that the dentists always explained about the risks of any treatment that were proposed. Without exception, they all said that they were well informed about treatments and said that they were given choices and time to make their decisions. Comments included: "I am given a good verbal explanation of my treatment."; "They explain all my treatment and put me at ease." "I am well informed about my treatment."; "We were given lots of information about various treatments which has proved to be very useful".

One person told us that they had received some poor dentistry in the past but said “this surgery made extra efforts to make sure that my teeth were as good as they could be. Staff were wonderful in sorting out my problem”.

One person said that the surgery would benefit from having more surgery rooms and a
consistency of dentists. However although this was stated as a possible improvement they said that the current treatment they had received had been fine.

People told us that they thought that the surgery was always clean. One person told us “The hygiene standards are first class.” Another person said they were always given clean goggles to protect their eyes and an apron to protect their clothes when they were having treatment.

We did not receive any negative comments from people at all about this dental practice.

What we found about the standards we reviewed and how well Astley Dental Centre 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**

People who use services have their privacy, dignity and independence respected and their views taken into account.

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

People who use the service experience effective, safe and appropriate care, treatment and support that meet their needs and protects their rights.

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

The practice ensures that people are protected from abuse and the risk of abuse.

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

We found the provider has systems in place to ensure the clinic is clean and people are protected from risks of infection.

**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.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

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 made very positive comments about the staff at this practice. Their comments included "The staff are brilliant" , "The staff are most helpful and caring." and "The staff are understanding and reassuring".

People also told us "I am given a good verbal explanation of my treatment. ", "They explain all my treatment and put me at ease." and "I am well informed about my treatment. ", "We were given lots of information about various treatments which has proved to be very useful".

The people who we asked confirmed that the dentists always explained about the risks of any treatment that was being proposed. Without exception, they all said that they were well informed about treatments and said that they were given choices and time to make their decisions.

We looked at the satisfaction surveys that had been completed by patients who had recently used the service. All rated the service as very good and held no negative comments about the practice.

Other evidence
We saw examples of a range of patient information leaflets available and given to people using the service. Staff told us that they encourage as many people as possible to give feedback and use questionnaires as a part of this process. We looked at a random sample of completed questionnaires which identified that people were happy with the staff and services provided. We noted that the treatment and consulting room offered appropriate privacy to people who use the service. In discussion staff demonstrated their understanding of the need for patients to maintain their privacy and dignity. For example staff told us that they were aware of people rights to privacy and made sure that the surgery door was closed when any treatment was occurring.

They acknowledged that the reception area was also a waiting room and as a consequence they had devised systems to make sure private information was requested and obtained in written form or within the privacy of one of the private or surgery rooms.

Staff told us that they always gave patients the opportunity to discuss any issues or areas of concern out of earshot of other patients. They said they ensured that people who use the service are provided with clear information about treatments and costs. Clear information leaflets were seen in the reception area which detailed costs, treatment options and the protocols of the practice. This information included a patient handbook which details their rights and responsibilities and what they can expect from Smart Dental Care, Astley practice.

Discussions with staff, the practice manager and the organisation’s compliance manager identified that they strive to continually develop the practice. They have open discussion with patients and use satisfaction surveys to ensure that wherever possible they can make the surgery and waiting area more interesting. The reception area presented as bright and comfortable with various reading materials available. Staff told us they undertake domiciliary visits to people who are unable to access the service. It was noted that the practice also provide a shuttle bus service to enable people to be picked up from their own homes and escorted to the practice and returned home when their treatment had been carried out. Currently all treatment is carried out from a ground floor surgery.

**Our judgement**

People who use services have their privacy, dignity and independence respected and their views taken into account.
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
During our visit we looked at satisfaction surveys that had been recently completed by people attending appointments at the practice. All comments were positive and all rated the service as very good.
People told us that they were happy with the care and treatment that they received at this dental surgery. One person said "I would give the staff 10 out of 10." Another person told us "I would recommend this dental practice." "The reception and nursing staff are wonderful". "The staff make me feel comfortable and reassured." and "I can't fault the staff at all."

One person told us that they had received some poor dentistry in the past but said "this surgery made extra efforts to make sure that my teeth were as good as they could be. Staff were wonderful in sorting out my problem".

One person said that the surgery would benefit from having more surgery rooms and a consistency of dentists. However although this was stated as a possible improvement they said that the current treatment they had received had been fine.

Other evidence
People attending the clinic have an initial interview with the receptionist, followed by a consultation with the dentist. We were shown records of consultations that included a full dental history and examination. We were told by staff that the dentist completes the records with the patient and the patient signs a consent form to confirm this.
At the initial consultation the dentist provides information to show patients what the procedure involved. In addition, people are given a full breakdown of the cost of the proposed treatment options. All patients are required to have thinking time before any treatment is undertaken.

We looked at randomly selected notes and it was clear that for these people information had been provided and that they had indicated by signature that they had understood it. We saw evidence from the sample of patient records that people had provided a full medical history and had signed statements indicating their understanding of the treatments, the outcomes and possible side effects.

We were told that staff are trained in dealing with medical emergencies. The clinic has emergency equipment available including an automatic external defibrillator, oxygen, airways and emergency drugs.

Staff told us they have a system for recording adverse events, accidents and incidents. The clinic has regular staff meetings to discuss any challenging or interesting cases. Staff said this was also a time when any updated training can be discussed.

Staff told us that the dental practice was well managed and all processes and practices followed were very thorough.

Staff said they work well as a team and feel supported through discussion and training. They told us this enables them to provide a safe and appropriate service to the people using the dental practice.

The practice provides an out of hour’s emergency service which includes a telephone advice provision.

Currently the practice is open 2 days a week together with a Saturday morning clinic. Staff advised that they are awaiting the commencement of another dentist and hopefully will be providing a full time service in the near future.

**Our judgement**

People who use the service experience effective, safe and appropriate care, treatment and support that meet their needs and protects their rights.
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
We spoke to people using the service but their feedback did not relate to this outcome.

Other evidence
Staff told us that people who use the service are unlikely to be vulnerable nor as a result of the treatment provided made vulnerable. Staff said they explain each stage of the treatment at each stage of the procedure. Staff told us that treatment is only commenced with the patient's full consent. They said a dentist and at least one dental nurse are always present during consultations and when treatment is being carried out. The staff who we spoke with were aware of how to refer a child who they were concerned about to the local authority. The practice manager was the nominated person for making these referrals and she told us that she was aware of the local authority's safeguarding procedure. She told us that she had not yet been required to make a referral. Staff exhibited a vast amount of knowledge and understanding about child protection issues and showed us the information packs provided by the practice relating to identifying and dealing with areas of concern. This included British Association of Dentists advice on child protection. The practice also has an adult protection procedure [now called safeguarding] that complies with the relevant legislation and good practice guidelines. This is designed to ensure that any possible problems that arise are dealt with openly and people are protected from possible harm. Staff provided checklists and flowcharts they used in respect of safeguarding issues. This identified the process used was in line with safeguarding guidelines. Discussions with staff demonstrated their thorough knowledge and understanding of the protection of vulnerable people.
The people that use the practice are asked to provide a full medical history prior to receiving treatment to ensure they are suitable in having elective dental procedure.

The practice have a policy on consent and mental capacity and the manager demonstrated knowledge and understanding of people's rights and responsibilities.

We asked whether treatments were offered to people who might be vulnerable or lack elements of decision making capacity and we were assured that they were not. Staff told us that treatments do not go ahead if the dental surgeon feels the patient does not fully understand the implications.

The dental practice has surgery facilities on the ground floor. Staff told us that any person who experiences frailty or mobility difficulties is offered an appointment in their own homes. The staff told us that they had carried out a risk assessment of the premises and have assessed the premises to be fully fit for purpose.

We asked to see the enhanced Criminal Record Bureau (CRB) disclosures that had been completed for staff. We saw that these had completed for all staff who were employed at the service.

**Our judgement**
The practice ensures that people are protected from abuse and the risk of abuse.
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 told us the premises always looked and smelled clean. We noted that the clinic appeared clean and well maintained. Dental nursing staff told us that they hold responsibility for cleaning all areas above the floor level on an ongoing basis and that they also carry out some general cleaning throughout the week. They said the premises are also thoroughly cleaned by domestic staff.
All people who we spoke with said that the surgery was always clean. One person commented "The hygiene standards are first class." Another person told us "The environment and instruments are always clean and shiny." "We are always provided with clean goggles and protective aprons when we get treatment".

We asked people if they saw staff washing their hands. We were told "I see staff washing their hands at the end of my treatment." and "I see the staff washing their hands." We also asked if staff wore surgical gloves during treatment session. We were told "Staff are usually ready with their gloves on when I go in." and "The staff always have gloves on during my treatment."

Other evidence

We asked staff to demonstrate how they prepared the room between patients. They demonstrated that the chair was cleaned and covers were used to protect all touch areas. Items used were either disposed of or decontaminated. We were told and shown that the clinical areas are regularly inspected by the managers and direct feedback is given to the staff working in those rooms.

Staff wore uniforms and told us that they change into their uniforms when commencing
their duties and wear aprons and other protective garments when required. Staff explained how instruments that require decontamination are cleaned. The clinic has two sinks in the consultation room. One sink is used for hand washing and the other sink for used instruments. Used instruments are transported in secure trays to the designated decontamination room to be cleaned. Staff also demonstrated to us the manual checking of instruments after the washing phase. They described how any residual matter would be cleaned, and then the instrument re-washed prior to sterilisation. There was a clear process in the room to ensure that clean and dirty instruments did not contaminate each other.
The clinic had a system in place for quality testing the washer-disinfector and the steriliser unit each day and after each cycle. In addition, we were told that quarterly tests and annual audits are conducted by the manufacturers. We saw appropriate personal protective equipment available and in use in all areas.
We were told by staff that they have received training from the local Primary Care Trust in decontamination and infection control. In addition staff receive infection control and relevant health and safety updates through their annual training programme. Infection control audits have been undertaken at the clinic. We were shown evidence of hand hygiene audits, instrument decontamination audits, general infection control audits and personal protective equipment audits.
Discussions with staff identified they had full knowledge of all policies and procedures in place to protect people from risks of infection.
A tour of the premises identified that the surgery and reception room had benefited from a recent refurbishment and as a consequence were equipped with modern updated fabrics, furnishings and equipment.

**Our judgement**
We found the provider has systems in place to ensure the clinic is clean and people are protected from risks of infection.
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.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

**Compliance actions:** These are actions a provider must take so that they achieve compliance with the essential standards. 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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