

Review of compliance

<p>Dr. Mehran Sanei Dr Mehran Sanei - Harley Street</p>	
Region:	London
Location address:	75 Harley Street London W1G 8QL
Type of service:	Dental service
Date of Publication:	April 2012
Overview of the service:	<p>Dr Mehran Sanei – Harley Street is an independent dental practice providing prostodontic, endodontic and specialist dental surgery. Dr Sanei is the principal dentist and there are two associate dentists and two hygienists, supported by one dental nurse and a receptionist. There are two consulting rooms, a decontamination and storage room, and a reception area on a second floor of a listed building.</p>

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

Our current overall judgement

Dr Mehran Sanei - Harley Street 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 16 March 2012 and talked to staff.

What people told us

People who use the service were very satisfied with the practice and the treatment they had received. They were fully involved in planning and making decisions about their dental treatment. People said that the dentists discussed their prospective treatment and gave them a written plan which included options, expected outcomes and costs. The people we spoke to had come to this dental practice for many years.

People were treated respectfully by all staff and seen in comfortable, private rooms. We saw the results of patient surveys, which demonstrated that people were happy with their individualised treatment.

What we found about the standards we reviewed and how well Dr Mehran Sanei - Harley Street 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

Overall, Dr Mehran Sanei – Harley Street was meeting this outcome.

People who use the service were fully informed about the service offered, and were able to express their wishes. They were treated with respect by staff.

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

Overall, Dr Mehran Sanei – Harley Street was meeting this outcome.

People who use the service experience effective, appropriate and safe care that meets their needs and protects them from harm.

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

Overall, Dr Mehran Sanei – Harley Street was meeting this outcome.

People who use the service are kept safe from harm.

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

Overall Dr Mehran Sanei – Harley Street was meeting this outcome.

People who use the service are protected by the systems that ensure the practice is clean and without risk 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.

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 said that the dentists and staff treated them with respect, kindness and put them at ease. They received detailed information about treatment options and costs which helped them make informed choices.

Other evidence

We saw a range of written information provided to people to help them plan their treatment. This included information on the website and in the waiting area. There was a general information brochure which included information on treatments offered, dentists' specialities and qualifications also what to expect as a patient.

Staff told us about how they gather patients' views via verbal feedback and regular surveys. The surveys we saw demonstrated that people were pleased with the opportunity to comment on their treatment. All responses were positive.

All consultations take place in a private treatment room.

Our judgement

Overall, Dr Mehran Sanei – Harley Street was meeting this outcome.

People who use the service were fully informed about the service offered, and were able to express their wishes. They were treated with respect by staff.

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

People who use the service told us that the quality of treatment they received was outstanding. People felt that sensitive and complex dental problems were handled with professionalism and kindness.

Other evidence

After an initial assessment, the dentists draw up a treatment plan in consultation with each person. We saw examples of complex and comprehensive treatment plans which had been sent to people for their consideration.

We sampled computerised records, which included medical and dental histories, treatment plans, information on work completed and risk assessments. Some patients choose to have long appointments of several hours to complete complex work, which the practice is able to accommodate.

An oral surgeon and the dentists undertake dental surgery. The practice offers different levels of sedation, including intravenous sedation, which is done by a qualified anaesthetist who comes to the practice when required. The anaesthetist liaises with patients and provides them with information, takes medical histories and completes risk assessments. He works closely with the dentists through this process and monitors the patients post sedation.

A small number of medications are safely kept on site, in line with an up to date medication policy.

Policies and procedures were up to date and reflected current best practice guidelines.

There was a procedure in place for dealing with serious incidents and medical emergencies. Staff had been trained to deal with medical emergencies. We saw emergency equipment and emergency medications, which were kept in an easily accessible place.

Our judgement

Overall, Dr Mehran Sanei – Harley Street was meeting this outcome.

People who use the service experience effective, appropriate and safe care that meets their needs and protects them from harm.

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 did not ask people about this outcome area but they told us they felt very safe with the dentists.

Other evidence

There was a safeguarding policy and procedure in place and contact information should staff have any concerns. Staff we spoke to had a good understanding of safeguarding and knew what to do and who to contact if they had a concern. All staff had completed safeguarding training.

Our judgement

Overall, Dr Mehran Sanei – Harley Street was meeting this outcome.

People who use the service are kept safe from harm.

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 that the practice environment was always welcoming and kept clean.

Other evidence

The practice was clean, hygienic and cleaned daily. It was equipped and refurbished to high standard. The dental nurse showed how the treatment room was cleaned each patient leaves. Plastic covers were removed and surfaces swabbed down. We reviewed the decontamination policies and procedures and staff showed us the decontamination procedure for cleaning and sterilising the equipment. After initial cleaning, the instruments are placed in an ultrasonic bath in the treatment room. The dental nurse transports the instruments to the decontamination room in a secure box. Then, following a dirty to clean flow, instruments are manually cleaned, checked and then sterilised in an autoclave.

The practice has plans in place for upgrading the decontamination facilities to include better surfaces and an additional sink.

Decontamination procedures follow the most recent Department of Health guidelines. Many instruments used in the practice are single use only. Records showed that equipment used in the decontamination process was cleaned and monitored daily, and regularly maintained. The water system had been regularly monitored to reduce the risk of legionella.

Staff had been trained in infection control, with the dental nurse as the designated person who leads on infection control. The practice had an infection control auditing system in place and we saw examples of the audits.

There is a policy and procedure for dealing with blood borne viruses and for accidental inoculation injuries. We saw sharps bins and appropriate disposal for clinical waste. Staff wear personal protective equipment during examination and treatment sessions.

Our judgement

Overall Dr Mehran Sanei – Harley Street was meeting this outcome.

People who use the service are protected by the systems that ensure the practice is clean and without risk 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.

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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