

*We are the regulator: Our job is to check whether hospitals, care homes and care services are meeting essential standards.*

## The Country Dental Practice

Mount House, 17 Mount Street, Hythe, CT21 5NT

Tel: 01303238877

Date of Inspection: 11 December 2012

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We inspected the following standards as part of a routine inspection. This is what we found:

<b>Respecting and involving people who use services</b>	✓ Met this standard
<b>Care and welfare of people who use services</b>	✓ Met this standard
<b>Safeguarding people who use services from abuse</b>	✓ Met this standard
<b>Cleanliness and infection control</b>	✓ Met this standard
<b>Assessing and monitoring the quality of service provision</b>	✓ Met this standard

## Details about this location

Registered Provider	Mrs. Sally Harvey-Hendley
Overview of the service	The Country Dental Practice provides general dentistry such as treating tooth decay and gum disease, restorative dentistry such as crowns and bridges and cosmetic dentistry including veneers and teeth whitening. The practice treats patients privately. The premise is a converted two storey house. There are two treatment rooms, a waiting lounge and a toilet for patients' use. The practice is located off the High Street in Hythe and within easy walking distance of the town centre car parks.
Type of service	Dental service
Regulated activities	Diagnostic and screening procedures Surgical procedures Treatment of disease, disorder or injury

## Contents

*When you read this report, you may find it useful to read the sections towards the back called 'About CQC inspections' and 'How we define our judgements'.*

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## Summary of this inspection

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### Why we carried out this inspection

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This was a routine inspection to check that essential standards of quality and safety referred to on the front page were being met. We sometimes describe this as a scheduled inspection.

This was an announced inspection.

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### How we carried out this inspection

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We looked at the personal care or treatment records of people who use the service, carried out a visit on 11 December 2012, talked with people who use the service and talked with carers and / or family members. We talked with staff.

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### What people told us and what we found

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We spoke with five patients who told us that they were happy with the service provided. Patients told us they were very satisfied with the clinic. They said they never had to wait long for appointments, and in an emergency they had always been seen on the same day. One person said "I am totally happy with my dentist, it's a very good practice". Another person said "They are all very nice and efficient, I can't speak too highly of them". Patients said their treatment plans were always explained and discussed with them, including choices about treatment and costs. Patients said that the clinic was always clean, and all the staff were friendly, welcoming and respectful.

You can see our judgements on the front page of this report.

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### More information about the provider

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Please see our website [www.cqc.org.uk](http://www.cqc.org.uk) for more information, including our most recent judgements against the essential standards. You can contact us using the telephone number on the back of the report if you have additional questions.

There is a glossary at the back of this report which has definitions for words and phrases we use in the report.

## Our judgements for each standard inspected

**Respecting and involving people who use services** ✓ Met this standard

People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

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### Our judgement

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The provider was meeting this standard.

Patient's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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### Reasons for our judgement

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Patients said that they were satisfied with the service provided by the practice. They considered their dignity and privacy had been respected. They thought that staff were courteous and they liked the way in which staff were willing to answer any questions they asked. All dental treatments were completed in the privacy of the treatment rooms. Staff were careful to discuss patient's treatments in private so they could not be inadvertently overheard.

There was a range of patient information leaflets that gave information relating to the prevention and treatment of dental conditions. Patients generally booked their next check up examination at the end of each treatment. The date was decided in consultation with the dentist who ensured that patient's whose condition needed closer supervision were seen more frequently. There was a recall system to remind patients when their next appointment was due. The appointments system avoided the need for patients to wait for too long in the reception lounge.

We looked at patient records to see how people and their representatives were involved in making decisions about their treatment. We saw that patient records contained a treatment plan, and that the plans had been signed by the patient. The plan showed the proposed dental work, the number of visits required, and the total cost of the treatment. The practice manager confirmed that the patients were given their own copy of the treatment plan.

The dentist informed us that as well as having a written treatment plan, all treatments were discussed in detail with patients by the dentist treating them, and that this discussion included talking about health issues, and providing information about possible risks to teeth and gums. For example, the effects of smoking and diet.

The dentist said that for patients who required complex treatment, they were offered a longer discussion about their treatment with a senior dental nurse and the practice manager.

Patient records were on a computer system. Once the patient has signed their treatment

plan, this was scanned onto their patient record on the computer. All records were secured and password protected, and paper records that contained confidential personal information were held in a secure way so that only authorised people could access them.

We looked at other records to see how the clinic ensured patients had their views about the clinic taken into account. We saw that patients had access to survey forms in reception, and a sealed box was beside the surveys for people to put the completed forms in.

We saw that the practice had a complaints procedure. The dentist told us that when they received a complaint, the patient was always sent a letter of acknowledgement and an explanation of what would happen next.

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

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**Our judgement**

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The provider was meeting this standard.

Patients experienced care, treatment and support that met their needs and protected their rights.

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**Reasons for our judgement**

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Patients said that their medical history was always discussed at every visit. Patients said they felt safe and cared for by the dental team, because the clinical staff had made sure they knew their current health needs well, and that this was taken into account when undergoing dental treatment. Patients told us that the appointment system was efficient, and there was never a long wait for an appointment. Patients said that when they had a dental emergency, the clinic had always fitted them in on the same day.

Patient records showed that a thorough medical history was taken. These were updated at all subsequent visits. Staff told us, and patients using the service confirmed that a medical history was discussed with patients prior to any treatment.

As well as being given an individual treatment plan in which treatment and costs were recorded, patient's notes also stated that discussion had taken place with the patient about their treatment. For adults who may lack capacity to make decisions or choices about their treatment, the practice encouraged a representative to accompany them. Treatment plans were discussed with the patient, and if necessary the patient's representative would be involved in the discussion.

All staff at the practice were trained in basic life support. This was updated annually. We saw that the provider had ensured that reception staff had protocols in place to summon the emergency services if required.

There were emergency treatment arrangements including emergency medication and access to medical oxygen. Staff had received training in responding to emergencies as verified by their registration with their professional body.

Patients had been supported to promote their good oral health. This included being given advice about the correct way to clean their teeth and gums. It also included advice about healthy eating so as to avoid foods that are associated with tooth decay

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

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**Our judgement**

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The provider was meeting this standard.

Patients who use the service were protected from the risk of abuse because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

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**Reasons for our judgement**

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Patients told us they trusted the dentists and staff and they felt safe and well cared for by the team at the clinic.

There was a written policy and procedure that described the action staff should take in order to keep patients (including children) safe from the risk of abuse, this included phone numbers and contact details should a referral need to be made. All staff had received relevant training. Staff we spoke with were able to tell us how they would recognise abuse and they knew how to 'whistle-blow' if they had concerns.

There were informal arrangements to support people who needed special help to give consent to receiving dental treatment. In the case of children this included liaising with parents before treatments were given. With reference to adult patients who had reduced mental capacity, staff knew about the need to consult with social care professionals so that the person's wellbeing was safeguarded.

Security checks had been completed on staff to help ensure that they were trustworthy to work with patients who were vulnerable. These included a police check and personal references.

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

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**Our judgement**

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The provider was meeting this standard.

There were effective systems in place to reduce the risk and spread of infection.

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**Reasons for our judgement**

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Patients told us they always found the practice clean and had no concerns over cleanliness or infection control.

Records showed the clinic had policies and procedures in place to manage cleanliness and infection control. All clinical staff had annual training in infection control.

Staff we spoke with told us they had been trained in infection control and the staff training records confirmed this. The notes from recent staff meetings demonstrated that infection control was a regular agenda item. There was information available to patients using the service, and visitors, about the control of infection.

Audits had been regularly completed to show that good standards of hygiene were being achieved. These considered things such as hand hygiene, instrument decontamination and sterilisation, general infection control and the use of personal protective equipment.

The clinic had a designated sterilisation room. There was a system to ensure that reusable items of equipment were only used for one patient before being reprocessed by being decontaminated and sterilised. There was special equipment to undertake this reprocessing and the records showed that this operation had been completed correctly. Sterilised equipment and used items had been kept separate and clean items were stored in hygienic conditions to reduce the risk of recontamination.

The clinical areas in the practice had hand washing facilities. We noted that instruments were bagged and dated after cleaning. There was a clear process to ensure that clean and dirty instruments did not contaminate each other.

There was a system for safely handling, storing and disposing of clinical waste so that it was unlikely to result in cross contamination.

Staff followed good hygiene practices. These included wearing clean uniforms, washing their hands thoroughly and using personal protective equipment such as disposable gloves, aprons and face masks.

There were procedures to help ensure that water used in the practice complied with purity standards. This included using specially treated water for clinical processes that could

generate water vapour which could be inhaled. Also, a check had been completed to ensure that no special measures needed to be taken to guard against legionnaire's disease.

## Assessing and monitoring the quality of service provision

✓ Met this standard

The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

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### Our judgement

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The provider was meeting this standard.

The provider had an effective system to regularly assess and monitor the quality of service that patients receive.

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### Reasons for our judgement

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Patients told us that they were asked their views about the service. Some patients told us they had been asked to complete a survey about the service.

We saw that there was a record of identified risks and issues with action plans in place where needed. We were shown examples of audits about patient records and root canal treatments. We looked at minutes of staff meetings and questionnaires completed by patients using the service. Patients using the service had all given positive feedback. This demonstrated that the quality of the service was monitored.

Information about patient's experiences had been gathered in such a way to allow for monitoring of risks and the quality of care delivery.

There was a written complaints procedure that explained how patients could raise concerns and complaints. There was a system to investigate and promptly resolve complaints. The provider was not dealing with any complaints at the time of our visit.

The management structure for decision making and accountability provided guidance for staff, to ensure that care and support needs were met consistently and safely. Staff were confident and aware of how to raise concerns.

## About CQC inspections

We are the regulator of health and social care in England.

All providers of regulated health and social 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 essential standards are described in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. We regulate against these standards, which we sometimes describe as "government standards".

We carry out unannounced inspections of all care homes, acute hospitals and domiciliary care services in England at least once a year to judge whether or not the essential standards are being met. We carry out inspections of dentists and other services at least once every two years. All of our inspections are unannounced unless there is a good reason to let the provider know we are coming.

There are 16 essential standards that relate most directly to the quality and safety of care and these are grouped into five key areas. When we inspect we could check all or part of any of the 16 standards at any time depending on the individual circumstances of the service. Because of this we often check different standards at different times but we always inspect at least one standard from each of the five key areas every year. We may check fewer key areas in the case of dentists and some other services.

When we inspect, we always visit and we do things like observe how people are cared for, and we talk to people who use the service, to their carers and to staff. We also review information we have gathered about the provider, check the service's records and check whether the right systems and processes are in place.

We focus on whether or not the provider is meeting the standards and we are guided by whether people are experiencing the outcomes they should be able to expect when the standards are being met. By outcomes we mean the impact care has on the health, safety and welfare of people who use the service, and the experience they have whilst receiving it.

Our inspectors judge if any action is required by the provider of the service to improve the standard of care being provided. Where providers are non-compliant with the regulations, we take enforcement action against them. If we require a service to take action, or if we take enforcement action, we re-inspect it before its next routine inspection was due. This could mean we re-inspect a service several times in one year. We also might decide to re-inspect a service if new concerns emerge about it before the next routine inspection.

In between inspections we continually monitor information we have about providers. The information comes from the public, the provider, other organisations, and from care workers.

You can tell us about your experience of this provider on our website.

## How we define our judgements

The following pages show our findings and regulatory judgement for each essential standard or part of the standard that we inspected. Our judgements are based on the ongoing review and analysis of the information gathered by CQC about this provider and the evidence collected during this inspection.

We reach one of the following judgements for each essential standard inspected.

**✓ Met this standard** This means that the standard was being met in that the provider was compliant with the regulation. If we find that standards were met, we take no regulatory action but we may make comments that may be useful to the provider and to the public about minor improvements that could be made.

**✗ Action needed** This means that the standard was not being met in that the provider was non-compliant with the regulation. We may have set a compliance action requiring the provider to produce a report setting out how and by when changes will be made to make sure they comply with the standard. We monitor the implementation of action plans in these reports and, if necessary, take further action. We may have identified a breach of a regulation which is more serious, and we will make sure action is taken. We will report on this when it is complete.

**✗ Enforcement action taken** If the breach of the regulation was more serious, or there have been several or continual breaches, we have a range of actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers include issuing a warning notice; restricting or suspending the services a provider can offer, or the number of people it can care for; issuing fines and formal cautions; in extreme cases, cancelling a provider or managers registration or prosecuting a manager or provider. These enforcement powers are set out in law and mean that we can take swift, targeted action where services are failing people.

## How we define our judgements (continued)

Where we find non-compliance with a regulation (or part of a regulation), we state which part of the regulation has been breached. We make a judgement about the level of impact on people who use the service (and others, if appropriate to the regulation) from the breach. This could be a minor, moderate or major impact.

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**Minor impact** – 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.

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**Moderate impact** – 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.

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**Major impact** – 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

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We decide the most appropriate action to take to ensure that the necessary changes are made. We always follow up to check whether action has been taken to meet the standards.

## Glossary of terms we use in this report

### Essential standard

The essential standards of quality and safety are described in our *Guidance about compliance: Essential standards of quality and safety*. They consist of a significant number of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. These regulations describe the essential standards of quality and safety that people who use health and adult social care services have a right to expect. A full list of the standards can be found within the *Guidance about compliance*. The 16 essential standards are:

Respecting and involving people who use services - Outcome 1 (Regulation 17)

Consent to care and treatment - Outcome 2 (Regulation 18)

Care and welfare of people who use services - Outcome 4 (Regulation 9)

Meeting Nutritional Needs - Outcome 5 (Regulation 14)

Cooperating with other providers - Outcome 6 (Regulation 24)

Safeguarding people who use services from abuse - Outcome 7 (Regulation 11)

Cleanliness and infection control - Outcome 8 (Regulation 12)

Management of medicines - Outcome 9 (Regulation 13)

Safety and suitability of premises - Outcome 10 (Regulation 15)

Safety, availability and suitability of equipment - Outcome 11 (Regulation 16)

Requirements relating to workers - Outcome 12 (Regulation 21)

Staffing - Outcome 13 (Regulation 22)

Supporting Staff - Outcome 14 (Regulation 23)

Assessing and monitoring the quality of service provision - Outcome 16 (Regulation 10)

Complaints - Outcome 17 (Regulation 19)

Records - Outcome 21 (Regulation 20)

### Regulated activity

These are prescribed activities related to care and treatment that require registration with CQC. These are set out in legislation, and reflect the services provided.

## Glossary of terms we use in this report (continued)

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### **(Registered) Provider**

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There are several legal terms relating to the providers of services. These include registered person, service provider and registered manager. The term 'provider' means anyone with a legal responsibility for ensuring that the requirements of the law are carried out. On our website we often refer to providers as a 'service'.

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### **Regulations**

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We regulate against the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.

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### **Responsive inspection**

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This is carried out at any time in relation to identified concerns.

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### **Routine inspection**

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This is planned and could occur at any time. We sometimes describe this as a scheduled inspection.

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### **Themed inspection**

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This is targeted to look at specific standards, sectors or types of care.

## Contact us

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