

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

Dentalign Orthodontics - Slough

12 London Road, Slough, SL3 7HG

Tel: 01753527575

Date of Inspection: 04 June 2013

Date of Publication: June 2013

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

Respecting and involving people who use services	✓	Met this standard
Care and welfare of people who use services	✓	Met this standard
Cleanliness and infection control	✓	Met this standard
Requirements relating to workers	✓	Met this standard
Assessing and monitoring the quality of service provision	✓	Met this standard

Details about this location

Registered Provider	Dentalign Orthodontics LLP
Overview of the service	Dentalign Orthodontics - Slough provides private and NHS orthodontic services to children and adults.
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'.

	Page
<hr/>	
Summary of this inspection:	
Why we carried out this inspection	4
How we carried out this inspection	4
What people told us and what we found	4
More information about the provider	4
<hr/>	
Our judgements for each standard inspected:	
Respecting and involving people who use services	6
Care and welfare of people who use services	8
Cleanliness and infection control	9
Requirements relating to workers	11
Assessing and monitoring the quality of service provision	12
<hr/>	
About CQC Inspections	14
<hr/>	
How we define our judgements	15
<hr/>	
Glossary of terms we use in this report	17
<hr/>	
Contact us	19

Summary of this inspection

Why we carried out this inspection

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 unannounced inspection.

How we carried out this inspection

We looked at the personal care or treatment records of people who use the service, carried out a visit on 4 June 2013, talked with people who use the service and talked with staff.

What people told us and what we found

We spoke with four people about their experience of using Dentalign Orthodontics - Slough. Three people were at the early stages of assessment or treatment and one had recently finished their treatment. They were all very positive about their experience of care and treatment. We spoke with staff and looked at staff recruitment. We found people who used Dentalign Orthodontics - Slough were protected by the recruitment checks made on prospective dental and support staff. People we spoke with told us they felt confident in the standard of clinical practice they experienced and said staff were friendly and efficient.

We found consent was obtained before the start of any treatment. People's dental health needs were assessed and recorded and records kept of treatment were accurate and up to date.

We found the consulting rooms, waiting areas and facilities were kept clean. Dental equipment was service and maintained appropriately. There were procedures in place which ensured infection control measures were in place and being followed. We found resuscitation equipment and medicines were in place to deal with medical emergencies. Staff told us they had received basic life support training. We found the equipment had been checked as required and all drugs were in place and in date. This showed there were arrangements in place to deal with foreseeable emergencies.

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

More information about the provider

Please see our website 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

Our judgement

The provider was meeting this standard.

People's privacy, dignity and independence were respected.

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

Reasons for our judgement

We spoke with four people about their experience of using Dentalign Orthodontics - Slough. Three people were at the early stages of assessment or treatment and one had recently finished their treatment. They were all very positive about the way they had been treated. They told us they were treated with appropriate respect. One parent told us the orthodontist had been very patient and explained to their child what treatment would involve, in a way they could understand. When we spoke with an orthodontist they showed us models, demonstrating different braces and dental correction devices. They told us children were fascinated by these and it helped them to see and understand what their mouth would look like during treatment. This showed people who used the service understood the care and treatment choices available to them.

We spoke with the patient care co-ordinator. They explained their role included making sure patients fully understood the options of treatment open to them and any costs involved. They had detailed information packs to help them do this. They told us they did not put pressure on people to accept treatment. They said sometimes people wanted more time to decide what they wanted to do and this was respected. This meant people who used the service were given appropriate information and support regarding their care or treatment. However, the provider may find it helpful to note one person we spoke with, despite the information available, felt treatment options for their child could have been explained more fully by the orthodontist. In all other respects they told us they were very satisfied.

We saw treatment and consultations were carried out in private, with consulting room doors closed. Personal records were kept securely and computer systems were secured to avoid unauthorised access to personal data. This helped protect people's dignity and showed their rights to privacy and confidentiality were respected.

We spoke with the practice manager about the computerised appointment system used. We saw appointment times were arranged to meet the individual needs of people who used the service. When people arrived for consultations or treatment, they were treated politely and there was a comfortable seating area for them to use whilst they waited. The reception area contained a range of information, posters and leaflets providing details of treatment options and other relevant information about dental hygiene.

During our visit we observed how staff dealt with a parent who was not satisfied with the outcome of the consultation for their child. Staff clearly explained the decision not to begin treatment at the time was a clinical one, made in the best interest of the child. Staff remained calm and patient and provided details of the options for the person to take the matter forward. This showed people who used the service were given appropriate information and support.

We looked at the website of Dentalign Orthodontics - Slough. This included details of the individual staff, treatment options available and contact details, including for out of hours.

We were told the practice was not accessible for persons who could not use stairs. Alternative local surgeries of Dentalign Orthodontics which were accessible would be suggested in those cases. We were told staff spoke a number of foreign languages and also had access to an interpreter service should one be required. This indicated people's diversity, values and human rights were respected

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

Our judgement

The provider was meeting this standard.

Care and treatment was planned and delivered in a way that was intended to ensure people's safety and welfare.

Reasons for our judgement

Each of the four people we spoke with were positive about the standard of clinical care they had received. People told us they had been referred to Dentalign Orthodontics - Slough by their dentist. We were told the majority of referrals were for children, under arrangements with the NHS. Adults were able to access treatment privately if they chose. In those cases the patient care co-ordinator carried out a free assessment to discuss options and costs.

We found people had been asked about their dental and medical history. Update 'stickers' were used at each visit to record changes where necessary. Risks arising from medical history information were recorded. For example if the person was diabetic. These were then taken into account in planning and carrying out any course of treatment. This showed care and treatment was planned and delivered in a way that was intended to ensure people's safety and welfare.

All patients or those responsible for them had been asked to update and sign a medical questionnaire at the start of their treatment. After each visit, details were recorded of any treatment given, including any X - rays taken. People were offered recall or follow up appointments appropriate to their needs and individual situations. This meant it could be confirmed people's needs were assessed and care and treatment was planned and delivered in line with their individual care plan.

We found resuscitation equipment and medicines were in place to deal with medical emergencies. Staff told us they had received basic life support training. We found the equipment had been checked as required and all drugs were in place and in date. This showed there were arrangements in place to deal with foreseeable emergencies.

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

Our judgement

The provider was meeting this standard.

People were protected from the risk of infection because appropriate guidance had been followed.

People were cared for in a clean, hygienic environment.

Reasons for our judgement

People who used the service told us they thought the practice/surgery was very clean and they had no concerns about infection. In the Patient Satisfaction Survey of April 2013 all respondents agreed the practice was clean and hygienic.

We saw there were policies and procedures in place which were being followed, to help prevent or reduce the risk and spread of infection. A dental nurse showed us the decontamination room. They explained the routine cleaning programme for the practice. They told us how instruments were removed appropriately from treatment rooms. The process of transition from 'dirty to clean' was demonstrated. This included scrubbing, rinsing and checking with a light to show up any residue. Instruments were sterilised. All equipment was serviced in accordance with the manufacturers requirements and tests were carried out daily to ensure they were operating effectively and safely. Instruments were stored in line with guidance. There were records made at each stage of the process as required. This provided evidence all the required periodic checks were in place to protect people who used the service.

We saw there were supplies of protective clothing, including, masks, visors, aprons and gloves available for staff to use. In staff records we saw details of relevant inoculations including against Hepatitis B were recorded. This meant there were effective systems in place to reduce the risk and spread of infection.

We were told the practice was thoroughly cleaned each day. Dental nurses cleaned treatment room chairs and surfaces as necessary between patients. We saw clinical waste storage and boxes were in place for the disposal of 'sharps' such as needles. These were collected for disposal by a specialist contractor. We saw evidence this had been done regularly.

Dentalign Orthodontics - Slough were subject to regular infection control audits by Dentalign LLP. The most recent one of these was March 2013. These were carried out to

ensure the practice met the requirements of the Department of Health's 'Health Technical Memorandum 01-05, decontamination in primary dental practices'. This established what dental services needed to do to achieve satisfactory standards of decontamination and protect patients from associated risks.

Requirements relating to workers

✓ Met this standard

People should be cared for by staff who are properly qualified and able to do their job

Our judgement

The provider was meeting this standard.

People were cared for, or supported by, suitably qualified, skilled and experienced staff.

Reasons for our judgement

We spoke to staff who had recently been employed. They confirmed they had been required to provide references and full employment histories with any gaps explained. They also confirmed that Criminal Records Bureau (CRB now Disclosure and Barring Service or DBS) clearance at enhanced level had been obtained. This meant checks had been undertaken that ensured people were not employed if they were unsuitable to work with vulnerable adults or children.

We were told where applicable to the post, checks had been made of dentist and dental or orthodontic nurse registration with the General Dental Council (GDC). This ensured their qualifications and skills had been kept up to date.

We saw personnel records held in the practice. They showed CRB checks were in place for all staff. The file we looked at in detail included an up to date photograph, details of the person's GDC registration and confirmation of up to date Hepatitis B and Tetanus inoculations.

We received written confirmation from Dentalign Orthodontic LLP that full recruitment files, including references, employment history and application forms were in place for all staff employed at Dentalign Orthodontics Slough. They confirmed any gaps in employment or education had been followed up and health declarations were also in place. This confirmed there were effective recruitment and selection processes in place and appropriate checks were undertaken before staff began work.

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

Our judgement

The provider was meeting this standard.

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

The provider had an effective system in place to identify, assess and manage risks to the health, safety and welfare of people who use the service and others.

Reasons for our judgement

We found there was a system in place which sought to monitor the quality of service provided. We saw a patient satisfaction questionnaire, given to all patients or those responsible for them. We also saw analysis of returns for September 2012, January 2013 and April 2013. This showed people who used the service or their representatives were asked for their views about their care and treatment. We were told the number of completed forms received was very low, which made it statistically less effective than it otherwise would be. The analysis of returns was intended to identify areas for improvement. Dentalign LLP also carried out additional comparison of individual practices against the company average. This identified any specific problems or areas of concern at practice level. As a result of feedback received from an orthodontist and patients the Slough branch was given the capacity to take an occlusal X - ray there. Previously patients had to travel to another Dentalign branch for this. (An occlusal X-ray is a small X-ray which assists in the more detailed diagnosis of areas of concern). This reduced delays in treatment for both orthodontists and patients. This showed learning from incidents / investigations took place and appropriate changes were implemented.

We saw the Dentalign Slough web-site included contact details to enable people who wanted to comment on the service they received to be able to do so very easily online or by telephone.

The people we spoke with were all very satisfied with their treatment and the standard of care they had received. They told us they felt confident they could complain if they wanted to. They confirmed they had been asked to complete questionnaires, however none of the people we spoke with said they had done so.

We found the service recorded any accidents or incidents. The management of Dentalign Slough and Dentalign LLP audited records regularly, for example, infection control, to identify any areas where action was required to improve performance or safety. We saw

risk assessments were in place. For example, in respect of the use of hazardous substances and X-rays. This helped identify any risks and showed how they could be eliminated or managed.

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 other services less often. 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.

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. Only where there is non compliance with one or more of Regulations 9-24 of the Regulated Activity Regulations, will our report include a judgement about the level of impact on people who use the service (and others, if appropriate to the regulation). This could be a minor, moderate or major impact.

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.

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.

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

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)

(Registered) Provider

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'.

Regulations

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

Responsive inspection

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

Routine inspection

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

Themed inspection

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

Contact us

Phone: 03000 616161

Email: enquiries@ccq.org.uk

Write to us
at: Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Website: www.cqc.org.uk

Copyright Copyright © (2011) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.
