

# Review of compliance

## Bandlish & Auplish Dental Surgery Bandlish and Auplish Dental Surgery

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| <b>Region:</b>                  | London  |
| <b>Location address:</b>        | Flat 1, Harmont House<br>20 Harley Street<br>London<br>W1G 9PH  |
| <b>Type of service:</b>         | Dental service  |
| <b>Date of Publication:</b>     | March 2012  |
| <b>Overview of the service:</b> | <p>Bandlish and Auplish Dental Surgery is a general dental practice that offers a full range of dental services. Treatments and services include dental check ups, dental implants and periodontal surgery. The practice has been operating for four and a half years and is open Monday to Friday, 09.00AM-5.30AM. Both children and adults are treated by the practice.</p> <p>Bandlish and Auplish Dental Surgery is</p> |

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|  | located in Central London and is easily accessible by public transport. |
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# Summary of our findings for the essential standards of quality and safety

## Our current overall judgement

**Bandlish and Auplish Dental Surgery 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 29 February 2012, talked to staff and talked to people who use services.

### What people told us

People using the service are given adequate information about the service and are treated with dignity and respect. They are satisfied with the care they receive and are treated in a professional and caring manner.

### What we found about the standards we reviewed and how well Bandlish and Auplish Dental Surgery 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 using the service understand the care and treatment choices available to them and are treated with dignity and respect. Overall, Bandlish and Auplish Dental Surgery was meeting this essential standard.

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

People using the service experience effective, safe and appropriate care and treatment that meets their needs. Overall, Bandlish and Auplish Dental Surgery was meeting this essential standard.

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

People using the service are protected from abuse, or the risk of abuse. Overall, Bandlish

and Auplish Dental Surgery was meeting this essential standard.

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

People using the service are cared for in a clean environment and the provider has systems in place to manage and monitor the prevention and control of infection. Overall, Bandlish and Auplish Dental Surgery was meeting this essential standard.

**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 using the service told us that they were given adequate information about the service and were treated with dignity and respect.

##### Other evidence

Information on the practice and its services are available from its website and information leaflets. The practice has information leaflets on the various treatments provided e.g. teeth whitening and root canal; and these are given to people using the service as appropriate. Post-treatment advice leaflets are also available. Staff obtain written consent for implant treatment from people using the service.

The practice has an appropriately furnished waiting area and people using the service are consulted and treated in privacy. We noted that staff spoke politely and respectfully to people using the service. Staff told us that people who speak limited English usually attend the practice with a relative who can translate on their behalf. The practice has a chaperone policy and there is always a female nurse on duty who can act as a chaperone should one be requested by a person using the service.

##### Our judgement

People using the service understand the care and treatment choices available to them

and are treated with dignity and respect. Overall, Bandlish and Auplish Dental Surgery was meeting this essential standard.

## 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 using the service told us that they were satisfied with the care they received and were treated in a professional and caring manner.

##### Other evidence

We saw evidence that people using the service had an initial assessment that included their medical and dental histories. Each person had soft and hard tissue examinations completed by the dentist prior to their individual treatment. Initial checks for tooth decay and x-rays in accordance with NICE guidelines are routinely carried out. Staff told us that following diagnosis, the treatment options are discussed.

There was evidence that people using the service had a plan of care and a copy of this was given to them. Care records are kept electronically and there was evidence that treatment was regularly evaluated.

Staff told us that they have attended training on basic life support within the past year. The practice has emergency medicines and equipment and these are checked on a monthly basis by staff.

##### Our judgement

People using the service experience effective, safe and appropriate care and treatment that meets their needs. Overall, Bandlish and Auplish Dental Surgery was meeting this essential standard.

## 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

People using the service told us that they felt safe on the premises.

##### Other evidence

Bandlish and Auplish Dental Surgery provides dental treatment to adults and children. The practice has a safeguarding lead and policies on safeguarding children and vulnerable adults. One dentist has had training on safeguarding children and vulnerable adults. Staff have access to a copy of the local safeguarding procedures; and knew the procedure to follow and who to contact in the event of concerns for the welfare of people using the service.

##### Our judgement

People using the service are protected from abuse, or the risk of abuse. Overall, Bandlish and Auplish Dental Surgery was meeting this essential standard.

## 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

We did not speak with people using the service about this outcome on this occasion.

##### Other evidence

We observed that the practice was clean and well maintained. The practice has appropriate policies on infection control and decontamination. There are two treatment rooms and a designated decontamination room is located between the two rooms. Re-usable instruments is passed through cabinets in the walls to the decontamination room for sterilization. Sterilized instruments are returned to the treatment rooms through the same cabinets in the walls.

A dental nurse demonstrated the procedure for decontaminating used instruments. Disposable gloves and a visor were worn the dental nurses when decontaminating used instruments. Disposable aprons were not worn by dental nurses during the decontamination procedure. However, following a discussion with the staff, they agreed to provide aprons immediately. Since our visit, we were told that disposable aprons have been supplied and were being used by dental nurses during the decontamination procedure. All staff have two sets of uniforms which are changed on a daily basis. Dirty uniforms are washed on site.

Contaminated instruments are rinsed thoroughly and inspected under a magnifying glass, prior to being auto-washed in an ultrasonic bath. Instruments are then sterilized in a non-vacuumed autoclave, which is checked on a daily basis to ensure it is working properly. There was evidence that the decontamination procedure was periodically audited.

Fixed dental equipment that is touched by the dentists is prevented from being contaminated by protective disposable plastic shields. The potential for the spread of infection in the treatment rooms is further minimised by staff being able to use their legs to open draws and their feet to operate water taps. Staff told us that all hard surfaces in the treatment rooms were cleaned by the dental nurses between each person using the service.

**Our judgement**

People using the service are cared for in a clean environment and the provider has systems in place to manage and monitor the prevention and control of infection. Overall, Bandlish and Auplish Dental Surgery was meeting this essential standard.

# 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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