

Review of compliance

Mr. Kristian Kalhor-Sadighi Rossgate Dental Practice	
Region:	East
Location address:	302 Galley Hill Gadebridge Hemel Hempstead Hertfordshire HP1 3LE
Type of service:	Dental service
Date of Publication:	June 2012
Overview of the service:	Rossgate Dental Practice is registered to provide primary dental services.

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

Our current overall judgement

Rossgate Dental Practice 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, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

The people we spoke with during our visit to Rossgate Dental Practice, on 14 June 2012, told us that this was a well organised and friendly practice and the staff were professional, helpful and courteous. They said that their appointments were not rushed and that the staff gave them the time they needed. People confirmed that they were informed about their treatment and were made aware of the options available and costs.

What we found about the standards we reviewed and how well Rossgate Dental Practice 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

The provider is meeting this standard. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

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

The provider is meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

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

The provider is meeting this standard because people 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.

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

The provider is meeting this standard. People were protected from the risk of infection because appropriate guidance had been followed.

Other information

Please see previous reports for more information about previous reviews.

DRAFT

**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

The people we spoke with during our visit to Rossgate Dental Practice, on 14 June 2012 told us that they understood the care and treatment choices available to them. They were all positive about the service they were being provided with and said it was a well organised practice. People confirmed that staff involved them in discussions about their treatment options and costs. They told us that they were always given enough time during consultations and that they were not rushed in anyway. This approach to treatment showed that the people who use the service were treated with dignity and respect.

Other evidence

During our visit we observed that the staff were mindful of promoting the people's privacy when discussing their appointment details.

We noted that information given to new patients detailed the services provided at the practice. Additional information such as details of the staff, opening times, an emergency contact number, the treatments available and costs was also available.

We identified from our discussions with people present and with the staff we interviewed that people had been given information about the treatment they needed.

We saw that this had been recorded in individual patient records and treatment plans.

Information for patients, regarding their satisfaction with the service, was detailed as part of the complaints/compliments recording procedure. This showed that patients using the service had information readily available about the practice.

We noted that the practice had systems in place to seek the views of people who use the service; an example of this was a suggestion box in the waiting area.

Our judgement

The provider is meeting this standard. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

DRAFT

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

The people we spoke with, during our visit to the service, on 14 June 2012, told us that the treatment they were receiving had been discussed with them so they were aware of what was involved.

Two people told us their dentist was 'very' competent and always dealt with them in a professional manner. One person told that they had been with the same practice for over twenty five years and had recommended it to their family.

Other evidence

We identified from our review of patient records that peoples' needs were assessed and care and treatment was planned and delivered in line with their individual treatment plans.

Details of people's general health, past medical history, current medications were recorded when they first registered with the practice and had been regularly updated during subsequent visits.

People's records included their dental plans, whether they were treated as NHS patients or private patients, details of any allergies, their appointment history and special dental work that they needed. We noted that the staff carry out regular audits of their patients' records and radiograph audits to identify the quality of x-rays. This demonstrates that the practice is reviewing their delivery of care with a view to identifying gaps and making improvements.

We observed that the dental equipment and medicines needed to deal with medical emergencies was in a designated place with easy access. We noted that the staff had received regular annual life support training. The information we reviewed showed that the training was carried out as a team.

We saw that the provider had a monthly alert system in place to check on the expiry dates of all medicines and oxygen kept for use in an emergency.

We saw evidence that the practice staff had a system in place that ensured there were sufficient stocks of dental instruments available at all times.

Our judgement

The provider is meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

DRAFT

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

The people we spoke with, during our visit to Rossgate Dental Practice on 14 June 2012, were positive about the service provided and the contact they have with the staff involved in their treatment.

Other evidence

From our discussions with dental and reception staff, we were able to confirm that the staff had a clear understanding of safeguarding procedures in relation to the protection of children and vulnerable adults.

An example of this was the use of a 'consent to treatment' form for an appropriate adult to sign when children received treatment.

We saw evidence that the practice's staff followed and understood the Local Authority's guidelines on safeguarding adults and children.

Our judgement

The provider is meeting this standard because people 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.

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

The people we spoke with during, our visit to Rossgate Dental Practice on 14 June 2012, told us they did not have any concerns about the cleanliness of the surgery especially following the recent refurbishment of the surgery premises.

Other evidence

During our inspection we observed that people were receiving their treatment in a clean and well lit environment.

We saw evidence that there were clear procedures in place to ensure each surgery was cleaned and prepared between patients. This was demonstrated to us by the practice staff on the day of the inspection.

We saw that there were systems in place to check that the correct temperatures, needed to sterilise the dental instruments and equipment, had been reached. Sterilised items had been dated to ensure they were used within the correct timescales required to maintain effective sterilisation.

We saw evidence that the practice team had attended training on the prevention of infection. This ensured standards were maintained in relation to national guidance. This training was part of the staffs' induction and was updated on an annual basis for existing staff.

Staff we spoke with were aware of the procedures to follow to prevent the spread of blood-borne viruses in the event of a sharps injury. The provider may find it helpful to

have a chart in place in each consulting room that explains the procedures to follow in the event of need-stick injuries.

We identified that there were contracts in place for the safe disposal of general waste, clinical waste, sharp items and hazardous fluids.

Our judgement

The provider is meeting this standard. People were protected from the risk of infection because appropriate guidance had been followed.

DRAFT

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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) 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.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA