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Dental Care with Jill Cooper

Inspection Report

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Overall summary

We carried out an announced comprehensive inspection on 1 June 2016 to ask the practice the following key questions; are services safe, effective, caring, responsive and well-led?

Our findings were:

Are services safe?

We found that this practice was providing safe care in accordance with the relevant regulations.

Are services effective?

We found that this practice was providing effective care in accordance with the relevant regulations.

Are services caring?

We found that this practice was providing caring services in accordance with the relevant regulations.

Are services responsive?

We found that this practice was providing responsive care in accordance with the relevant regulations.

Are services well-led?

We found that this practice was providing well-led care in accordance with the relevant regulations.

Background

CQC inspected the practice on 16 March 2012 and asked the provider to make improvements regarding

safeguarding procedures, safeguarding training and Criminal Records Bureau, (now Disclosure and Barring Service), checks for staff. We checked these areas as part of this comprehensive inspection and found these improvements had been made.

The practice offers general dental care to patients of all ages on a private basis and to children on an NHS basis. The practice is open Monday 8.00am to 5.00pm, Tuesday and Thursday 9.00am to 5.00pm, Wednesday 9.00am to 5.45pm and Friday 08.00am to 4.30pm.

The practice is staffed by a principal dentist, three associate dentists, five dental nurses and a practice manager who is also a dental nurse.

The principal dentist is registered with the Care Quality Commission as an individual. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the practice is run.

We received feedback from 26 people on CQC comment cards during the inspection about the services provided. Patients commented that they found the practice excellent and that staff were friendly, kind and caring. They said that they were always given good and helpful explanations about dental treatment and that the dentists listened to them. Patients commented that the practice was clean and comfortable.

Our key findings were:

Summary of findings

- There was appropriate equipment for staff to undertake their duties, and equipment was well maintained.
- There was an effective complaints system.
- Staff had received safeguarding training, knew how to recognise signs of abuse and how to report it.
- There were sufficient numbers of suitably qualified staff to meet the needs of patients.
- Staff had been trained to manage medical emergencies, and emergency medicines and equipment were available.
- Infection control procedures were in accordance with the published guidelines.
- Patient care and treatment was planned and delivered in line with evidence based guidelines and current regulations.
- Patients received clear explanations about their proposed treatment, costs, benefits and risks and were involved in making decisions about it.
- Patients were treated with dignity and respect and confidentiality was maintained.
- Patients could access routine treatment and urgent care when required.
- The practice was well-led, staff felt involved and supported and worked well as a team.
- The governance systems were effective.

There were areas where the provider could make improvements and should:

- Review the systems and processes in place to comply with Regulations 4 to 20 of the HSCA 2008 (Regulated Activities) Regulations 2014, specifically in relation to seeking and acting on feedback from service users on the services provided, to allow continual evaluation and improvement of the service.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services safe?

We found that this practice was providing safe care in accordance with the relevant regulations.

The practice had effective systems and processes in place to ensure that care and treatment were carried out safely, for example, there were systems in place for infection prevention and control, management of medical emergencies, dental radiography, and investigating and learning from incidents and complaints.

Staff had received training in safeguarding adults and children and knew how to recognise the signs of abuse and who to report them to.

Staff were appropriately recruited, suitably trained and skilled, and there were sufficient numbers of staff. We saw evidence of inductions for new staff and regular appraisals.

The practice had identified and assessed risks and put measures in place to reduce risks, and staff were aware of how to minimise risks. The premises was secure and properly maintained.

We found the equipment used in the practice, including medical emergency and radiography equipment, was well maintained and tested at regular intervals. The practice had emergency medicines and equipment available, including an automated external defibrillator and staff were trained in dealing with medical emergencies.

There were systems in place to minimise the risk and spread of infection. The practice was cleaned regularly and there was a cleaning schedule in place. Staff had received training in infection prevention and control. There was guidance for staff on effective decontamination of dental instruments which staff were following.

We saw evidence that the practice was following current legislation and guidance in relation to X-rays.

Are services effective?

We found that this practice was providing effective care in accordance with the relevant regulations.

Current guidelines were followed in the delivery of dental care and treatment for patients.

Patients received an assessment of their dental needs which included assessing and recording their medical history. Explanations were given to patients in a way they understood and risks, benefits, options and costs were fully explained and consented to. The practice kept detailed dental records and monitored any changes in the patients' oral health. Staff provided regular oral health advice and guidance to patients. Treatment provided focused on the needs of the individual. Patients were referred to other services where necessary, in a timely manner.

Patients were provided with a written treatment plan which detailed the treatments considered and agreed together with the fees involved.

Qualified staff were registered with their professional body, the General Dental Council. Staff received training and were supported in meeting the requirements of their professional regulator.

Are services caring?

We found that this practice was providing caring services in accordance with the relevant regulations.

Patients commented that staff were caring and friendly. They told us that they were treated with respect and that they were happy with the care and treatment given.

Summary of findings

Staff understood the importance of emotional support when delivering care to patients who were nervous of dental treatment. Patient feedback on CQC comment cards confirmed that staff were understanding and made them feel at ease.

The practice had separate rooms available if patients wished to speak in private.

We found that treatment was clearly explained and patients were provided with information regarding their treatment and oral health. Patients were given time to decide before treatment was commenced. Patients commented that information given to them about options for treatment was helpful.

Are services responsive to people's needs?

We found that this practice was providing responsive care in accordance with the relevant regulations.

Patients had access to appointments to suit their preferences, and emergency appointments were available on the same day. Patients could request appointments by telephone or in person. The practice opening hours and out of hours appointment information was provided at the entrance to the practice, in the patient leaflet and on the practice website.

The practice captured social and lifestyle information on the medical history forms completed by patients which helped the dentist to identify patients' specific needs and direct treatment to ensure the best outcome was achieved for the patient. Staff were prompted to be aware of patients' specific needs or medical conditions via the use of a flagging system on the dental care records.

The provider had taken into account the needs of different groups of people, for example, people with disabilities, impaired mobility, and wheelchair users and made the practice accessible. Staff had access to interpreter services where patients required these.

The practice had a complaints policy in place which was displayed in the waiting room and outlined in the practice leaflet and on the practice website.

Are services well-led?

We found that this practice was providing well-led care in accordance with the relevant regulations.

The provider had effective systems and processes in place for monitoring and improving services.

The practice had a management structure in place. Some staff had lead roles. Staff we spoke to were aware of their roles and responsibilities within the practice. Staff reported that the provider was approachable and helpful, and took account of their views. The culture of the practice encouraged openness and honesty and staff told us they were encouraged to raise any issues or concerns.

There was a range of policies and procedures in place at the practice and protocols and procedures were available to assist and guide staff in undertaking tasks. Policies, procedures and protocols were regularly reviewed.

The practice used a variety of means to monitor quality and safety at the practice and to ensure continuous improvement, for example learning from complaints and carrying out audits.

Staff were aware of the importance of confidentiality and understood their roles in this. Dental care records were complete, accurate and securely stored. Patient information was handled confidentially.

The practice held regular staff meetings and these were used to share information to inform and improve future practice and gave everybody an opportunity to openly share information and discuss any concerns or issues.

Dental Care with Jill Cooper

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the registered provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008

The inspection was led by a CQC inspector who was assisted by a specialist advisor.

Prior to the inspection we asked the practice to send us some information which we reviewed. This included details of complaints they had received in the last 12 months, their latest statement of purpose, and details of their staff members including their qualifications and proof of registration with their professional body. We also reviewed information we held about the practice.

The methods that were used to collect information at the inspection included interviewing staff, observations and reviewing documents.

During the inspection we spoke to a dentist, dental nurses, a receptionist, and the practice manager. We reviewed policies, procedures, and other records relating to the management of the service. We reviewed CQC comment cards which we had sent prior to the inspection for patients to complete about the services provided at the practice.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions therefore formed the framework for the areas we looked at during the inspection.

Are services safe?

Our findings

Reporting, learning and improvement from incidents

The practice had procedures in place to report, record, analyse and learn from significant events and incidents. Staff described examples of significant events which had occurred and we saw these had been reported and analysed in order to learn from them, and improvements had been put in place to prevent re-occurrence.

Staff had a good understanding of the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013 and were aware of how and when to report. The practice had procedures in place to record and investigate accidents, and we saw examples of these in the accident book.

Staff had an understanding of their responsibilities under the Duty of Candour. Duty of Candour means relevant people are told when a notifiable safety incident occurs and in accordance with the statutory duty are given an apology and informed of any actions taken as a result. The provider knew when and how to notify CQC of incidents which could cause harm.

The practice received alerts from the Medicines and Healthcare products Regulatory Agency and Department of Health. These alerts identify problems or concerns relating to a medicine or piece of medical or dental equipment, or detail protocols to follow, for example, in the event of an outbreak of pandemic influenza. The provider brought relevant alerts to the attention of the staff and discussed examples of recent alerts with us. We saw that copies of relevant alerts were retained and actions taken in response to alerts were recorded.

Reliable safety systems and processes (including safeguarding)

We saw evidence that the practice had systems, processes and practices in place to keep people safe from abuse.

The practice had a whistleblowing policy in place and staff were encouraged to bring safety issues and concerns to the attention of the provider.

The practice had a policy for safeguarding children and vulnerable adults. Staff we spoke to understood the policy. One member of staff had a lead role for safeguarding and provided advice and support to staff on safeguarding and

oversaw procedures. Local safeguarding authority's contact details for reporting concerns and suspected abuse of children were displayed in treatment rooms but not those for vulnerable adults, however the practice manager obtained and displayed these immediately. We found that not all staff were trained to the appropriate level in safeguarding but the provider ensured they were trained immediately following the inspection. Staff were aware of how to identify abuse and follow up on concerns. Staff described to us examples of concerns which had been reported.

The dentists were assisted at all times by a dental nurse.

We observed that the dental care and treatment of patients was planned and delivered in a way that ensured patients' safety and welfare. Records contained a medical history which was completed or updated by the patient and reviewed by the dentist prior to the commencement of dental treatment and at regular intervals of care. The clinical records we saw were well structured and contained sufficient detail to demonstrate what treatment had been prescribed and completed, what was due to be carried out next and details of alternatives. Records were stored securely.

We saw evidence of how the practice followed recognised guidance and current practice to keep patients safe. For example, we checked whether the dentist used dental dam routinely to protect the patient's airway during root canal treatment. A dental dam is a thin, rectangular sheet used in dentistry to isolate the operative site from the rest of the mouth. The dentist told us that a dental dam was routinely used in all root canal treatments. This was documented in the dental records we reviewed where root canal treatment had been undertaken.

Medical emergencies

The practice had procedures in place for staff to follow in the event of a medical emergency and staff had received training in basic life support including the use of an automated external defibrillator, (AED). [An AED is a portable electronic device that analyses life threatening irregularities of the heart and delivers an electrical shock to attempt to restore a normal heart rhythm].

The practice kept medicines and equipment for use in a medical emergency. These were in accordance with the Resuscitation Council UK' and British National Formulary guidelines; however one item was not available. The

Are services safe?

provider ordered this immediately. All staff knew where the emergency items were stored. We saw that staff regularly checked emergency equipment, emergency medicines and the AED.

Staff recruitment

We saw the practice followed their recruitment policy which included a process to be followed when employing new staff. This included obtaining proof of their identity, checking their skills and qualifications, registration with professional bodies, where required, and taking up references. We reviewed three recruitment files which confirmed the processes had been followed. Similar checks were in place where the practice recruited locum dental nurses.

We saw all staff had been checked by the Disclosure and Barring Service (DBS). The DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.

We saw that all relevant staff had indemnity cover in place.

The practice had a comprehensive induction programme in place. The most recently recruited member of staff confirmed an induction had taken place.

Monitoring health and safety and responding to risks

The provider had systems in place to assess, monitor and mitigate risks, with a view to keeping staff and patients safe.

The practice had an overarching health and safety policy in place, underpinned by several specific policies and risk specific assessments. A range of other policies, procedures, protocols and risk assessments were in place to inform and guide staff in the performance of their duties and to manage risks at the practice. Policies, procedures and risk assessments were regularly and consistently reviewed.

We saw evidence of a control of substances hazardous to health risk assessment and associated procedures. Staff maintained a file containing details of products used at the practice and retained details to inform staff what action to take in the event of a chemical spillage, accidental swallowing or contact with the skin. Measures were identified to reduce risks, for example, the use of personal protective equipment for staff and patients and secure storage of chemicals.

We saw evidence that the practice had carried out a sharps risk assessment. The provider had implemented a range of measures to mitigate the risks associated with the use of sharps, for example, a sharps policy identifying responsibility for the dismantling and disposal of sharps. Sharps bins were suitably located in the clinical areas to allow appropriate disposal. The provider had implemented a safer sharps system to dispose of used needles. The sharps policy also detailed procedures to follow in the event of a sharps injury. These procedures were displayed in the treatment rooms for quick reference. Staff were fully familiar with the procedures and able to describe the action they would take should they sustain an injury.

The provider also ensured that clinical staff had received a vaccination to protect them against the Hepatitis B virus, and that the effectiveness of the vaccination was identified. People who are likely to come into contact with blood products and are at increased risk of injuries from sharp instruments should receive these vaccinations to minimise the risks of acquiring blood borne infections.

We saw that a fire risk assessment had been carried out and that this was reviewed annually. The provider had arrangements in place to manage and mitigate the risks associated with fire, for example, one of the staff undertook a lead role for fire safety, safety signage was displayed, firefighting equipment was available and fire drills were carried out regularly. Staff we spoke to were familiar with the evacuation procedures in the event of a fire.

Infection control

The practice had an overarching infection control policy in place underpinned by policies and procedures which detailed decontamination and cleaning tasks. Procedures were displayed in appropriate areas such as the decontamination room and treatment rooms for staff to refer to.

One member of staff had a lead role for infection prevention and control.

We saw that the practice undertook infection control audits six monthly. Actions were identified in these and we saw that actions resulting from auditing had been carried out.

Are services safe?

We observed that there were adequate hand washing facilities available in the treatment rooms, the decontamination room, and in the toilet facilities. Hand washing protocols were displayed appropriately near hand washing sinks.

We observed the decontamination process and found it to be in accordance with the Department of Health's guidance, Health Technical Memorandum 01-05 Decontamination in primary care dental practices, (HTM 01-05). The practice had a dedicated decontamination room which was accessible to staff only. The decontamination room and treatment rooms had clearly defined dirty and clean zones to reduce the risk of cross contamination. Staff used sealed boxes to transfer used instruments from the treatment rooms to the decontamination room. Staff followed a process of cleaning, inspecting, sterilising, packaging and storing of instruments to minimise the risk of infection. Staff wore appropriate personal protective equipment during the decontamination process. Packaged instruments were dated with an expiry date in accordance with HTM 01-05 guidance.

We observed that instruments were stored in drawers in the treatment rooms. We looked at the packaged instruments in the treatment rooms and found that packages were sealed and marked with an expiry date which was within the recommendations of the Department of Health.

Staff showed us the systems in place to ensure the decontamination process was tested and decontamination equipment was checked, tested and maintained in accordance with the manufacturer's instructions and HTM 01-05, and we saw records of these checks and tests.

Staff changing facilities were available and staff wore their uniforms inside the practice only.

The practice had had a recent Legionella risk assessment carried out to determine if there were any risks associated with the premises. (Legionella is a bacterium found in the environment which can contaminate water systems in buildings). The provider reviewed the assessment annually. Actions were identified in the assessment and these had been carried out, for example, we saw records of checks and testing on water temperatures, which assisted in

monitoring the risk from Legionella. The dental water lines and suction unit were cleaned and disinfected daily, in accordance with guidance, to prevent the growth and spread of Legionella bacteria.

The treatment rooms had sufficient supplies of personal protective equipment for staff and patient use.

The practice had an environmental cleaning policy and procedures in place. Cleaning was the responsibility of a cleaner; however the dental nurses cleaned the clinical areas. The practice had a cleaning schedule in place identifying tasks to be completed, and used a colour coding system to assist with cleaning risk identification in accordance with National specifications for cleanliness : primary medical and dental practices, issued by the National Patient Safety Agency. We observed that the practice was clean, and treatment rooms and the decontamination room were clean and uncluttered.

The segregation and disposal of waste was in accordance with current guidelines laid down by the Department of Health in the Health Technical Memorandum 07-01 Safe management of healthcare waste. The practice had arrangements for all types of dental waste to be removed from the premises by a contractor. Spillage kits were available for contaminated spillages. We observed that clinical waste awaiting collection was stored securely.

Equipment and medicines

We saw evidence that the provider had systems, processes and practices in place to protect people from the unsafe use of materials, medicines and equipment used in the practice.

Staff responsible for stock control showed us the recording system for the prescribing, storage, stock control and recording of medicines.

We saw contracts for the maintenance of equipment, and recent test certificates for the decontamination equipment, the air compressor and the X-ray machines. The practice carried out regular current portable appliance testing, (PAT). PAT is the name of a process under which electrical appliances are routinely checked for safety.

We saw records to demonstrate that fire detection and fire-fighting equipment, for example, fire alarm and extinguishers were regularly tested.

Are services safe?

We saw that the practice was storing NHS prescription pads securely and in accordance with current guidance and operated a system for checking deliveries of blank NHS prescription pads. We saw that the dentists maintained records of the serial numbers for prescriptions issued and void. Private prescriptions were printed out when required following assessment of the patient.

Radiography (X-rays)

The practice maintained a radiation protection file which contained the required information.

The provider had appointed a Radiation Protection Advisor and a Radiation Protection Supervisor. We saw that the Health and Safety Executive had been notified of the use of X-ray equipment on the premises.

We saw a critical examination pack for the X-ray machines. Routine testing and servicing of the X-ray machines had been carried out in accordance with the current recommended maximum interval of three years.

We observed that local rules were displayed in areas where X-rays were carried out. These included specific working instructions for staff using the X-ray equipment.

We saw evidence of regular auditing of the quality of the X-ray images which demonstrated the practice was acting in compliance with the Ionising Radiation (Medical Exposure) Regulations 2000 (IRMER), and patients and staff were protected from unnecessary exposure to radiation.

Dental care records confirmed that X-rays were justified, reported on and quality assured in accordance with IR(ME)R, current guidelines by the Faculty of General Dental Practice of the Royal College of Surgeons of England and national radiological guidelines.

We saw evidence of recent radiology training for relevant staff in accordance with IR(ME)R requirements.

Are services effective?

(for example, treatment is effective)

Our findings

Monitoring and improving outcomes for patients

The dentists carried out consultations, assessments and treatment in line with current National Institute for Health and Care Excellence guidelines, Faculty of General Dental Practice, (FGDP), guidelines, the Department of Health publication 'Delivering better oral health: an evidence-based toolkit for prevention' and General Dental Council guidelines. The dentist described to us how examinations and assessments were carried out. Patients completed a medical history form which included detailing health conditions, medicines being taken and allergies, as well as details of their dental and social history. The dentists then carried out a detailed examination. Patients were made aware of the condition of their oral health and whether it had changed since the last appointment. Following the examination the diagnosis was discussed with the patient and treatment options and costs explained. Follow-up appointments were scheduled to individual requirements.

Details of the treatments carried out were documented and details of medicines used in the dental treatments were recorded. This would enable a specific batch of a medicine to be traced to the patient in the event of a safety recall or alert in relation to a medicine.

We checked dental care records to confirm what was described to us and found that the records were complete, clear and contained sufficient detail about each patient's dental treatment. We saw patients' signed treatment plans containing details of treatment and associated costs. Patients confirmed in CQC comment cards that dentists were clear about treatment needs and options, and treatment plans were informative

We saw evidence that the dentists used current National Institute for Health and Care Excellence Dental checks: intervals between oral health reviews, guidelines to assess each patient's risks and needs and to determine how frequently to recall them.

Health promotion and prevention

We saw that staff adhered closely to guidance issued in the Department of Health publication 'Delivering better oral health: an evidence-based toolkit for prevention' when providing preventive oral health care and advice to

patients. This is used by dental teams for the prevention of dental disease in primary and secondary care settings. Tailored preventive dental advice and information was given to the patients in order to improve health outcomes for them. This included advice on dental hygiene procedures, diet and lifestyle. Where appropriate fluoride treatments were prescribed. Adults and children attending the practice were advised during their consultation of steps to take to maintain good oral health. Tooth brushing techniques were explained to them in a way they understood. The dental care records we observed confirmed this. Information in leaflet form was available in the waiting room in relation to improving oral health and lifestyles, for example, smoking cessation.

Staffing

We observed that staff had the skills, knowledge and experience to deliver effective care and treatment.

The practice had a training plan in place which outlined details of training for staff and included the mandatory General Dental Council topics, health and safety and a variety of generic and role specific topics. We saw staff were supported to meet the requirements of their professional registration.

The practice used a variety of training methods to deliver training to staff, for example lunch and learn sessions, courses and online learning.

New staff and trainees undertook a programme of training and supervision before being allowed to carry out any duties at the practice unsupervised.

The provider carried out staff appraisals annually. We noted the appraisals were a two way process with actions identified in them. Staff confirmed appraisals were used to identify training needs. Staff we spoke to were aware of their own abilities and competencies and confirmed all their colleagues were supportive.

All qualified dental professionals are required to be registered with the General Dental Council, (GDC), in order to practice dentistry. To be included on the register dental professionals must be appropriately qualified and meet the GDC requirements relating to continuing professional development, (CPD). We saw that the qualified dental professionals were registered with the GDC.

The GDC highly recommends certain core subjects for CPD, such as cardio pulmonary resuscitation, (CPR),

Are services effective?

(for example, treatment is effective)

safeguarding, infection control and radiology. Checks to ensure dental professionals were up to date with their CPD were carried out by the practice. We reviewed a number of staff records and found these contained a variety of CPD, including the core GDC subjects, and a wide range of other subjects demonstrating that they were meeting the requirements of their professional registration.

Working with other services

The practice had effective arrangements in place for referrals. Dentists were aware of their own competencies and knew when to refer patients requiring treatment outwith these. The dentists referred patients to a variety of secondary care and specialist options where required. Information was shared appropriately when patients were referred to other health care providers. Urgent referrals were made in line with current guidelines.

Consent to care and treatment

The dentist described how they obtained valid informed consent from patients by explaining their findings to them and keeping records of the discussions. Patients were given a treatment plan after consultations and assessments, and prior to commencing dental treatment. The patient's dental care records were updated with the proposed treatment once this was finalised and agreed with the patient. The signed treatment plan and consent form were retained in the patients' dental care records. The plan and discussions with the dentists made it clear that a patient could withdraw consent at any time and that they had received an explanation of the type of treatment, including the alternative options, risks, benefits and costs.

The dentist described to us how they obtained verbal consent at each subsequent treatment appointment. We saw this confirmed in the dental care records.

A comprehensive range of information on dental treatments and oral health was available in the waiting room to assist patients with treatment choices.

The dentist explained that they would not normally provide treatment to patients on their examination appointment unless they were in pain or their presenting condition dictated otherwise. We saw that the dentists allowed patients time to think about the treatment options presented to them.

The dentist told us they would generally only see children under 16 who were accompanied by a parent or guardian to ensure consent was obtained before treatment was undertaken. Dentists demonstrated an understanding of Gillick competency. (Gillick competency is a term used in medical law to decide whether a child of 16 years or under is able to consent to their own treatment).

The Mental Capacity Act 2005, (MCA), provides a legal framework for acting and making decisions on behalf of adults who lack the capacity to make decisions for themselves. The dentist we spoke to had an understanding of the MCA, and we saw that staff had received MCA training.

Are services caring?

Our findings

Respect, dignity, compassion and empathy

Feedback given by patients on CQC comment cards demonstrated that patients felt they were always treated with kindness and respect, and staff were friendly, caring and helpful. The practice had a separate room available should patients wish to speak in private. Treatment rooms were situated away from the main waiting area and we saw that the doors were closed at all times when patients were with the dentist. Staff understood the importance of emotional support when delivering care to patients who were nervous of dental treatment. Several patients confirmed in CQC comment cards that staff put them at ease.

Involvement in decisions about care and treatment

The dentists discussed treatment options with patients and allowed time for patients to decide before treatment was commenced. We saw this documented in the dental care records. CQC comment cards we reviewed told us treatments were always explained in a language patients could understand. Patients commented that they were listened to. Patients confirmed that treatment options, risks and benefits were discussed with them and that they were provided with helpful information to assist them in making an informed choice.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Responding to and meeting patients' needs

We saw that services were planned and delivered to meet the needs of people. The practice was well maintained and provided a comfortable environment.

We saw that the practice tailored appointment lengths to patients' individual needs and patients could choose from morning and afternoon appointments.

The practice captured social and lifestyle information on the medical history forms completed by patients. This enabled dentists to identify any specific needs of patients and direct treatment to ensure the best outcome was achieved for the patient. Staff were prompted to be aware of patients' specific needs or medical conditions via the use of a flagging system on the dental care records which helped them treat patients individually.

The provider did not have had a structured system in place to gather the views of patients, however staff told us that patients were always able to provide verbal feedback.

Tackling inequity and promoting equality

We saw the practice had an equality and diversity policy.

The provider had taken into account the needs of different groups of people, for example, people with disabilities, impaired mobility, and wheelchair users.

The practice was located in a converted residential property. Parking was available on nearby streets. The practice was accessible to people with disabilities, impaired mobility and to wheelchair users. Staff provided assistance should patients require it and there was a call bell at the entrance should patients require assistance. The waiting room, reception and one of the treatment rooms were situated on the ground floor.

An area of the reception desk was at a suitable height for wheelchair users. Toilet facilities were situated on the upper floor and were accessible to people with disabilities and impaired mobility but not to wheelchair users

The provider offered interpretation services to patients whose first language was not English and to patients with impaired hearing. The practice had an induction loop available.

The practice made provision for patients to arrange appointments by telephone or in person and patients could choose to receive appointment reminders by a variety of methods. Where patients failed to attend their dental appointments staff contacted them to re-arrange the appointment and to establish if the practice could assist by providing adjustments to enable patients to receive their treatment.

Access to the service

We saw evidence that patients could access treatment and care in a timely way. The practice opening hours and out of hours appointment information were displayed at the entrance to the practice and provided in the practice leaflet and on the practice website. Emergency appointments were available daily.

Concerns and complaints

The practice had a complaints policy and procedure to guide staff in dealing with complaints. The policy set out how complaints and concerns would be investigated and responded to. Information on how to complain was available in the waiting room, outlined in the practice leaflet and on the practice website. Details as to further steps people could take should they be dis-satisfied with the practice's response to their complaint were included.

Are services well-led?

Our findings

Governance arrangements

The practice was managed by the provider and a practice manager. Some staff had lead roles and we saw that staff had access to suitable supervision and support in order to undertake their roles effectively, and there was clarity in relation to roles and responsibilities.

The provider had systems and processes in place for monitoring and improving the services provided for patients and these were operating effectively.

The provider had arrangements in place to ensure risks were identified, understood and managed, for example, the provider had carried out risk assessments and put measures in place to mitigate these risks. We saw that risk assessments and policies were regularly reviewed to ensure they were current and up to date with regulations and guidance.

The provider had arrangements in place to ensure that quality and performance were regularly considered and used a variety of means to monitor quality and performance and improve the service, for example, via the analysis of audits and complaints. The practice undertook a range of clinical and non-clinical audits, for example, referrals, decontamination and hand hygiene.

The provider had a training plan in place which supported staff in meeting the requirements of their professional registration. Dental professionals' continuing professional development was monitored by the provider to ensure they were meeting these requirements.

Staff were aware of the importance of confidentiality and understood their roles in this. Dental care records were complete and accurate. They were maintained electronically. Records were password protected and data was backed up daily.

Leadership, openness and transparency

We saw systems in place to support communication about the quality and safety of the service, for example, staff meetings.

The practice held staff meetings every two months. The meetings were scheduled in advance to maximise staff attendance. We saw recorded minutes of these. Items discussed at the meetings covered a range of clinical and non clinical issues.

The provider operated an open door policy and staff we spoke to said they could speak to the manager or provider if they had any concerns and that both were approachable and helpful.

Learning and improvement

The provider used some quality assurance measures to encourage continuous improvement for example, auditing. The practice had a structured plan in place to audit quality and safety beyond the mandatory audits for infection control and X-rays. We saw that actions resulting from auditing were carried out, for example, there was evidence of discussion of audit findings in staff meetings. We saw evidence to show the audit process was functioning well. Most audits we saw had clearly identified actions and we saw that these were carried out. Re-auditing was used to measure improvement.

The provider did not gather information on the quality of care from patient feedback beyond the NHS Family and Friends Test.

Staff confirmed that learning from complaints, incidents and audits were discussed at staff meetings to share learning to inform and improve future practice. Staff said they were encouraged to challenge any aspect of practice which raised concern.

Practice seeks and acts on feedback from its patients, the public and staff.

We saw evidence to show that staff were engaged and involved. The provider did not have processes in place to seek the views of people who use the service, beyond the NHS Family and Friends Test, for example from patients receiving dental care on a private basis. The provider made NHS Family and Friends Test forms available in the waiting room for patients to indicate how likely they were to recommend the practice.

We were told staff could provide feedback to the provider at any time. Staff were encouraged to provide suggestions during staff meetings. Staff told us they felt valued and involved.