

# Review of compliance

<p>Hunts Cross Dental Centre The Hunts Cross Dental Centre</p>	
<b>Region:</b>	North West
<b>Location address:</b>	14 Mackets Lane Hunts Cross Liverpool Merseyside L25 0LQ
<b>Type of service:</b>	Dental service
<b>Date of Publication:</b>	May 2012
<b>Overview of the service:</b>	The Hunts Cross Dental Centre is located in a residential suburb of Liverpool. It is easily accessible by public transport and there is on street parking close by. The practice provides a wide range of dental services to both NHS and private patients

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

## Our current overall judgement

**The Hunts Cross Dental Centre 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, carried out a visit on 13 April 2012, looked at records of people who use services, talked to staff and talked to people who use services.

### What people told us

We spoke with people who use the service. They told us that they were happy with the care and treatment provided. When asked what they thought of the service patients told us:

"It is good here, everyone is very friendly"

"I was recommended to come here by a friend and I am more than satisfied"

They commented that the practice was clean and tidy and they liked the fact that they were not kept waiting very long for their appointment.

They liked the attitude of the staff

### What we found about the standards we reviewed and how well The Hunts Cross Dental Centre was meeting them

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

People experience effective, safe and appropriate care, treatment and support that meets their needs

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

Policies and procedures are in place and staff are appropriately trained to ensure people who use the service and staff are protected against the risk of exposure to a health care associated infection

## **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.

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 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

We spoke with patients during our visit who all commented they were very happy with the service. They all said they saw the dentist regularly and felt the care they received was very good. They confirmed that the dentist always explained what they were doing, what they had found during examination and what the treatment options were including the risks and benefits. When asked what they thought of the service patients told us:

"My family all think it's brilliant"

"I like the dentist he is very kind"

##### Other evidence

We reviewed patient records and found evidence of completed records in respect of patient examination, risk assessments, treatment planning, preventative dental care and advice, appropriately completed personal treatment plans and information given. We noted that patient's personal and medical history was updated at each visit. We saw evidence of oral hygiene advice given to children and parents.

We saw evidence of completion and signing of treatment consent forms along with clear information on the cost of treatment given to patients.

The service had an emergency drugs kit, defibrillator, and oxygen available which was suitable for both adults and children. We saw records of the emergency drugs and equipment having been checked regularly and the selection of drugs that we examined

were all in date. The emergency and first aid kits were stored in the staff rest room close to reception and were accessible. There was a designated first aider who had a training course booked in the near future. We also saw evidence that all staff regularly participate in scenarios in order to practice their emergency procedures.

Policies and procedures for the protection of children and vulnerable adults were seen in place which included identifying signs of abuse and the recording and reporting of suspected abuse. All staff had undergone safeguarding training and staff that we spoke with demonstrated a good general knowledge and awareness of safeguarding.

Patients were encouraged to comment on the service using a feedback form available in the waiting room. We saw evidence that feedback from patients was collated and discussed at staff meetings. There was a current complaint handling policy and procedures in place and information on how to make a complaint was clearly displayed in the waiting room. All the patients we spoke with were aware of how to make a complaint or comment on the service if they wished to.

**Our judgement**

People experience effective, safe and appropriate care, treatment and support that meets their needs

## 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 spoke to people who use the service. They commented that the practice was very clean and tidy. They also told us that staff were observed to wash their hands frequently and always wore protective equipment such as eye goggles and disposable aprons and gloves.

##### Other evidence

The practice was compliant with good practice guidelines around decontamination in primary care dental practices.

The treatment rooms were clean and well maintained with appropriate floor and surface coverings. There were dedicated hand washing facilities in each of the treatment rooms. The appropriate hand washing procedure was displayed over the sinks as required and the correct soaps and moisturisers were available. We observed staff wearing protective equipment, including eye goggles and aprons when cleaning and sterilising equipment. We saw evidence of appropriate protective equipment in place and accessible in the surgery rooms. We saw sharps boxes in treatment rooms that were appropriate and not overfilled.

Staff confirmed they had received immunisation against Hepatitis B and immunisation status was checked. This was recorded and held on staff files.

The practice had a lead nurse for infection control who has undertaken additional training in this role, however all clinical staff were trained and competent in decontamination procedures and took responsibility for the sterilisation of dental instruments on a rota basis. There was a separate decontamination/ sterilisation room

where we were shown and told about the workflow from dirty through to clean area.

During our visit we observed the decontamination process undertaken by the dental nurse. We observed that correct practices for the decontamination and sterilisation process were undertaken as per good practice guidelines. Sterile instruments were bagged and dated with a use by date. Waste contracts were in place for the collection and disposal of clinical and domestic waste and the practice had secure storage areas for waste prior to collection. We were told about the sterile instrument rotation process and saw evidence of the extensive auditing and record keeping process which was carried out as per the good practice guidelines. We also saw evidence of equipment maintenance schedules and effective contingency planning in the event of equipment failure

**Our judgement**

Policies and procedures are in place and staff are appropriately trained to ensure people who use the service and staff are protected against the risk of exposure to a health care associated infection

# 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

<b>Document purpose</b>	Review of compliance report
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## Care Quality Commission

<b>Website</b>	<a href="http://www.cqc.org.uk">www.cqc.org.uk</a>
<b>Telephone</b>	03000 616161
<b>Email address</b>	<a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
<b>Postal address</b>	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA