

Announced Dental Practice Care Inspection Report 4 May 2016



Falls Road Dental Care

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Assurance, Challenge and Improvement in Health and Social Care

1.0 Summary

An announced inspection of Falls Road Dental Care took place on 4 May 2016 from 10:00 to 12:30.

The inspection sought to determine if the service was delivering safe, effective and compassionate care and if the service was well led.

Is care safe?

Observations made, review of documentation and discussion with Mr Mann and Mrs Higgins, Registered Persons, and staff demonstrated that systems and processes were in place to ensure that care to patients was safe and avoids and prevents harm. Areas reviewed included staffing, recruitment and selection, safeguarding, management of medical emergencies, infection prevention control and decontamination, radiology and the general environment. No requirements or recommendations have been made.

Is care effective?

Observations made, review of documentation and discussion with Mr Mann, Mrs Higgins, and staff demonstrated that systems and processes were in place to ensure that care provided in the establishment was effective. Areas reviewed included clinical records, health promotion, audits and communication. No requirements or recommendations have been made.

Is care compassionate?

Observations made, review of documentation and discussion with Mr Mann and Mrs Higgins and staff demonstrated that arrangements are in place to promote patients' dignity, respect and involvement in decision making. No requirements or recommendations have been made.

Is the service well led?

Information gathered during the inspection evidenced that there was effective leadership and governance arrangements in place which creates a culture focused on the needs of patients in order to deliver safe, effective and compassionate care. Areas reviewed included organisational and staff working arrangements, the arrangements for policy and risk assessment reviews, the arrangements for dealing with complaints, incidents and alerts, insurance arrangements and the registered persons' understanding of their role and responsibility in accordance with legislation. No requirements or recommendations have been made.

This inspection was underpinned by The Independent Health Care Regulations (Northern Ireland) 2005, The Regulation and Improvement Authority (Independent Health Care) (Fees and Frequency of Inspections) (Amendment) Regulations (Northern Ireland) 2011 and the Department of Health, Social Services and Public Safety (DHSSPS) Minimum Standards for Dental Care and Treatment (2011).

While we assess the quality of services provided against regulations and associated DHSSPS care standards, we do not assess the quality of dentistry provided by individual dentists.

1.1 Inspection outcome

	Requirements	Recommendations
Total number of requirements and recommendations made at this inspection	0	0

This inspection resulted in no requirements or recommendations being made. Findings of the inspection were discussed with Mr Mann and Mrs Higgins, registered persons, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

1.2 Actions/enforcement taken following the most recent care inspection

There were no further actions required to be taken following the most recent inspection.

2.0 Service details

Registered organisation/registered person: Mr David Mann and Mrs Anne Higgins	Registered manager: Mrs Anne Higgins
Person in charge of the service at the time of inspection: Mr David Mann and Mrs Anne Higgins	Date manager registered: 1 May 2015
Categories of care: Independent Hospital (IH) – Dental Treatment	Number of registered places: 2

3.0 Methods/processes

Questionnaires were provided to patients and staff prior to the inspection by the practice on behalf of the RQIA. Prior to inspection we analysed the following records: staffing information, complaints declaration and returned completed patient and staff questionnaires.

During the inspection the inspector met with Mr Mann and Mrs Higgins, dentists and registered persons, Ms Davey, practice manager, a dental nurse and a receptionist. A tour of the premises was also undertaken.

Records were examined during the inspection in relation to the following areas:

- staffing
- recruitment and selection
- safeguarding
- management of medical emergencies
- infection prevention and control
- radiography
- clinical record recording arrangements
- health promotion
- management and governance arrangements
- maintenance arrangements

4.0 The inspection

4.1 Review of requirements and recommendations from the most recent inspection dated 23 April 2015

The most recent inspection of the establishment was an announced pre-registration inspection involving both a care and an estates combined inspection. No requirements or recommendations were made during this inspection in relation to either care or estates matters.

4.2 Review of requirements and recommendations from the last care inspection dated 23 April 2015

As above.

4.3 Is care safe?

Staffing

Two dental surgeries are in operation in this practice. Discussion with staff and a review of completed patient and staff questionnaires demonstrated that there was sufficient numbers of staff in various roles to fulfil the needs of the practice and patients.

Induction programme templates were in place relevant to specific roles and responsibilities. A sample of two evidenced that induction programmes had been completed when new staff joined the practice.

Procedures were in place for appraising staff performance and staff confirmed that appraisals had taken place. Staff confirmed that they felt supported and involved in discussions about their personal development. There was a system in place to ensure that all staff receive appropriate training to fulfil the duties of their role.

A review of records confirmed that a robust system was in place to review the General Dental Council (GDC) registration status and professional indemnity of all clinical staff.

Recruitment and selection

A review of the submitted staffing information and discussion with Mr Mann and Mrs Higgins confirmed that two new staff have been recruited since the previous inspection.

A review of the personnel files for these staff demonstrated that all the relevant information as outlined in Schedule 2 of The Independent Health Care Regulations (Northern Ireland) 2005 has been sought and retained.

There was a recruitment policy and procedure available. The policy was comprehensive and reflected best practice guidance.

Safeguarding

Staff spoken with were aware of the types and indicators of abuse and the actions to be taken in the event of a safeguarding issue being identified, including who the nominated safeguarding lead was.

Review of records demonstrated that all staff had received training in safeguarding children and adults as outlined in the Minimum Standards for Dental Care and Treatment 2011. Update training is also planned for June 2016.

Policies and procedures were in place for the safeguarding and protection of adults and children. The policy included the types and indicators of abuse and distinct referral pathways in the event of a safeguarding issue arising with an adult or child. The relevant contact details for onward referral to the local Health and Social Care Trust should a safeguarding issue arise were included.

Management of medical emergencies

A review of medical emergency arrangements evidenced that emergency medicines were provided in keeping with the British National Formulary (BNF), and that emergency equipment as recommended by the Resuscitation Council (UK) guidelines was retained. A robust system was in place to ensure that emergency medicines do not exceed their expiry date. This system was updated during the inspection to include emergency equipment. There was an identified individual with responsibility for checking emergency medicines and equipment.

Review of training records and discussion with staff confirmed that the management of medical emergencies is included in the induction programme and training is updated on a bi-annual basis. The training is provided six monthly in-house by Mrs Higgins, dentist and registered person and annually by an external provider. This frequency of training exceeds best practice guidance.

Discussion with staff demonstrated that they have a good understanding of the actions to be taken in the event of a medical emergency and the location of medical emergency medicines and equipment.

Infection prevention control and decontamination procedures

Clinical and decontamination areas were tidy and uncluttered and work surfaces were intact and easy to clean. Fixtures, fittings, dental chairs and equipment were free from damage, dust and visible dirt. Staff were observed to be adhering to best practice in terms of the uniform and hand hygiene policies.

Discussion with staff demonstrated that they had an understanding of infection prevention and control policies and procedures and were aware of their roles and responsibilities.

Staff confirmed that they have received training in infection prevention and control and decontamination in keeping with best practice. Training records were available for inspection.

There was a nominated lead who had responsibility for infection control and decontamination in the practice.

A decontamination room, separate from patient treatment areas and dedicated to the decontamination process, was available. Appropriate equipment, including a washer disinfectant, a DAC Universal, and two steam sterilisers have been provided to meet the practice requirements. A review of documentation evidenced that equipment used in the decontamination process has been appropriately validated. A review of equipment logbooks evidenced that periodic tests are undertaken and recorded in keeping with Health Technical Memorandum (HTM) 01-05 Decontamination in primary care dental practices.

It was confirmed that the practice continues to audit compliance with HTM 01-05 using the Infection Prevention Society (IPS) audit tool. The practice have also developed their own bespoke auditing system to ascertain if they are achieving compliance with HTM 01-05. A review of the most recent audits demonstrated that they are completed in a meaningful way and that where issues are identified actions are taken to address the deficits.

Radiography

The practice has two surgeries, each of which has an intra-oral x-ray machine.

A dedicated radiation protection file containing the relevant local rules, employer's procedures and other additional information was retained. A review of the file confirmed that staff have been authorised by the radiation protection supervisor (RPS) for their relevant duties and have received local training in relation to these duties. It was evidenced that all measures are taken to optimise dose exposure. This included the use of rectangular collimation, x-ray audits and digital x-ray processing.

A copy of the local rules was on display near each x-ray machine and appropriate staff had signed to confirm that they had read and understood these.

The radiation protection advisor (RPA) completes a quality assurance check every three years. Review of the report of the most recent visit by the RPA demonstrated that the recommendations made have been addressed.

The x-ray equipment has been serviced and maintained in accordance with manufacturer's instructions.

Quality assurance systems and processes were in place to ensure that all matters relating to x-rays reflect legislative and best practice guidance.

Environment

The environment was maintained to a high standard of maintenance and décor.

Detailed cleaning schedules were in place for all areas which were signed on completion. A colour coded cleaning system was in place.

Arrangements are in place for maintaining the environment. Mr Mann and Mrs Higgins confirmed that arrangements are in place for maintaining the environment. Control measures as outlined in the Legionella risk assessment are undertaken and recorded. There was evidence that fire systems including fire-fighting equipment are maintained.

A review of the records demonstrated that the fire systems are checked by staff and include regular fire drills.

Patient and staff views

Twenty patients submitted questionnaire responses to RQIA. All indicated that they felt safe and protected from harm. The following comments were provided:

'Always'.

'Well staffed. Staff very approachable and friendly'.

'Fantastic staff all make me feel comfortable each time I visit'.

'My treatment has always been explained to me fully, and the environment is maintained and clean'.

'Great service'.

'The dentist is very good at explaining my treatment'.

'Very informative explanations, in a way which is easily understood'.

'Environment clean and well maintained'.

'The staff are always available and helpful'.

'The staff are always helpful and I always know what is going on'.

'Excellent dentist not only I attend but my children. A service I am confident all above is met'.

'The staff are very motivated and look after me very well. The new décor is very clean and modern'.

'Staff are all approachable and surgery is nice'.

Five staff submitted questionnaire responses. All indicated that they feel that patients are safe and protected from harm. Staff spoken with during the inspection concurred with this.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements:	0	Number of recommendations:	0
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4.4 Is care effective?

Clinical records

Staff spoken with confirmed that clinical records are updated contemporaneously during each patient's treatment session in accordance with best practice.

Routine dental examinations include a review of medical history, a check for gum disease and oral cancers and that treatment plans are developed in consultation with patients. It was confirmed that patients are informed about the cost of treatments, choices and options.

Both manual and computerised records are maintained. Electronic records have different levels of access afforded to staff dependent on their role and responsibilities. Appropriate systems and processes were in place for the management of records and maintaining patient confidentiality.

Health promotion

The practice has a strategy for the promotion of oral health and hygiene. Mrs Higgins and staff confirmed that at the beginning of each year, during a staff meeting, agreement is reached identifying two areas of health promotion to target over a six month period. This current six month period is focused on smoking cessation. All grades of staff participate in the health promotion focus and it was confirmed that the current focus identified weaknesses with record keeping around smoking and oral health and actions have been taken to address this.

There was information available in the waiting room for patients in regards to smoking cessation and oral health benefits. Oral health is also actively promoted on an individual level with patients during their consultations.

Audits

There were arrangements in place to monitor, audit and review the effectiveness and quality of care delivered to patients at appropriate intervals which included:

- x-ray quality grading
- x-ray justification and clinical evaluation recording
- infection prevention and control and decontamination compliance
- clinical records
- review of complaints/accidents/incidents
- administration audit
- composite filling audit
- endodontic treatment audit

The x-ray quality grading and justification and clinical evaluation recording are completed by individual dentists six monthly and then audited by peers in the following six month period.

Communication

Mrs Higgins confirmed that arrangements are in place for onward referral in respect of specialist treatments. A policy and procedure and template referral letters have been established.

Staff meetings are held on a monthly basis to discuss clinical and practice management issues. Review of documentation demonstrated that minutes of staff meetings are retained. Staff spoken with confirmed that meetings also facilitated informal in house training sessions.

Staff confirmed that there are good working relationships and there is an open and transparent culture within the practice.

Patient and staff views

Twenty patients who submitted questionnaire responses indicated that they get the right care, at the right time and with the best outcome for them. The following comments were provided:

'My treatment has been tip top'.

'Yes staff and dentist make me safe and confident. Very professional'.

'I was given details of my treatment and I was able to ask about alternatives. Then I was able to choose the treatment plan I preferred'.

'I really only get checks on my dentures, but it's great that they take the time for the elderly patients of the practice'.

'All procedures explained in depth. Very accommodating regarding appointments'.

'The dentist is very easy to speak to and has made me overcome my fears. Very patient'.

'Excellent care'.

'Sufficient information given'.

'Care is excellent. Everyone is very approachable'.

'The staff are very good at giving details if you need them'.

'The care I have received from the staff has been and I am sure will continue to be outstanding'.

'Fully understand my care/treatment plan'.

'Fantastic dentists'.

Five staff submitted questionnaires. All indicated that they feel that patients get the right care, at the right time and with the best outcome for them. Staff spoken with during the inspection concurred with this.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements:	0	Number of recommendations:	0
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4.5 Is care compassionate?

Dignity, respect and involvement in decision making

Staff spoken with demonstrated a good understanding of the core values of privacy, dignity, respect and patient choice. Staff confirmed that if they needed to speak privately with a patient that arrangements are provided to ensure the patient's privacy is respected. Staff were observed to converse with patients and conduct telephone enquiries in a professional and confidential manner.

The importance of emotional support needed when delivering care to patients who were very nervous or fearful of dental treatment was clear.

It was confirmed that treatment options including the risks and benefits were discussed with each patient. This ensures patients understand what treatment is available to them in order that they can make an informed choice.

It was identified that Mr Mann and Mrs Higgins have a clear focus on patient satisfaction. A suggestion box, placed in the waiting area, is cleared and the suggestions are reviewed monthly. They also write to every patient who has not returned for their routine dental examinations in an attempt to establish the reason for the non-attendance. In addition an annual patient satisfaction survey is undertaken. Patient feedback whether constructive or critical, is used by the practice to improve, as appropriate.

Patient and staff views

All of the 20 patients who submitted questionnaire responses indicated that they are treated with dignity and respect and are involved in decision making affecting their care. The following comments were provided:

'Treated extremely well'.

'I always make my own decisions'.

'Great atmosphere and very welcoming staff'.

'Staff are very professional and provide due care, dignity and respect'.

'Everything is very confidential. I have always been treated with dignity and respect'.

'Really good standards of care and treatment'.

'All staff are very caring and professional'.

'Respectful and dignified always'.

'...and all the other staff have always went beyond their job description to make the service I receive all the help and support I need'.

'All services throughout are excellent'.

Five staff submitted questionnaire responses. All indicated that they feel that patients are treated with dignity and respect and are involved in decision making affecting their care. Staff spoken with during the inspection concurred with this. The following comment was provided:

'Patients have their trust in Falls Road Dental Care, knowing all information is completely confidential. Patients are always given their own choice along with an opinion'.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements:	0	Number of recommendations:	0
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4.6 Is the service well led?

Management and governance arrangements

There was a clear organisational structure within the practice and staff were able to describe their roles and responsibilities and were aware of who to speak to if they had a concern. Staff confirmed that there were good working relationships and that management were responsive to any suggestions or concerns raised. There was a nominated individual with overall responsibility for the day to day management of the practice.

Policies and procedures were available for staff reference. Observations made confirmed that policies and procedures were indexed, dated and systematically reviewed. Staff spoken with were aware of the policies and how to access them.

Arrangements were in place to review risk assessments.

A copy of the complaints procedure was available in the practice. Staff demonstrated a good awareness of complaints management. A complaints questionnaire was forwarded by RQIA to the practice for completion. The returned questionnaire indicated that no complaints have been received for the period 1 April 2015 to 31 March 2016.

A system was in place to ensure that notifiable events were investigated and reported to RQIA or other relevant bodies as appropriate. A system was also in place to ensure that urgent communications, safety alerts and notices are reviewed and where appropriate, made available to key staff in a timely manner.

It was confirmed that arrangements were in place to monitor, audit and review the effectiveness and quality of care delivered to patients at appropriate intervals. If required an action plan is developed and embedded into practice to address any shortfalls identified during the audit process.

Mr Mann and Mrs Higgins also own and operate two other dental practices. It was identified that they have developed a system to reward staff quarterly. The rewards are achieved by the individual practice that achieves the highest level of compliance based on a number of audits undertaken during that quarter. The results are published on a regular basis and made available to staff. Staff confirmed that this practice motivates and encourages staff to strive to achieve better quality outcomes for patients.

A whistleblowing/raising concerns policy was available. Discussion with staff confirmed that they were aware of who to contact if they had a concern.

The registered persons/manager demonstrated a clear understanding of their role and responsibility in accordance with legislation. Information requested by RQIA has been submitted within specified timeframes. It was confirmed that the Statement of Purpose and Patient's Guide are kept under review, revised and updated when necessary and available on request.

The RQIA certificate of registration was up to date and displayed appropriately.

Observation of insurance documentation confirmed that current insurance policies were in place.

Patient and staff views

All of the 20 patients who submitted questionnaire responses indicated that they feel that the service is well managed. The following comments were provided:

'From the reception to being in the chair everything is 10/10. Highly motivated staff who always go the extra mile'.

'Very smoothly run practice'.

'Not well – very well run'.

'Kept well informed'.

'Very friendly dental service as well as very child friendly. Also very accommodating in relation to appointments'.

'I really could not fault any management member, the place is extremely well run'.

'I was contacted ahead of a change in dentist and told this was going to happen and I appreciated this'.

'Very well managed'.

'Well managed'.

'Excellent practice'.

'I have never had any complaints in all the years I have been treated here. Staff are excellent'.

'From the staff at reception to the nurses and finally the dentist the quality is impeccable'.

'...all staff very knowledgeable and efficient'.

'The service is very good'.

'10/10'.

All five of the submitted staff questionnaire responses indicated that they feel that the service is well led. Staff spoken with during the inspection concurred with this. The following comment was provided:

'Service at Falls Road Dental Care is of a high standard. Everyone is approachable, if any concerns or issues we can always raise these at staff meetings each month'.

Areas for improvement

No areas for improvement were identified during the inspection.

Number of requirements:	0	Number of recommendations:	0
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No requirements or recommendations resulted from this inspection.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the registered person/manager from their responsibility for maintaining compliance with the regulations and standards.



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