

M Verma & S Verma Abacus Dental Care

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Inspection Report

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Overall summary

We carried out this announced inspection on 10 October 2019 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was announced 48 hours prior to the visit. We planned the inspection to check whether the registered provider was meeting the legal requirements in the Health and Social Care Act 2008 and associated regulations. The inspection was led by a CQC inspector who was supported by a specialist dental adviser and a second CQC inspector.

We undertook an inspection in response to concerns received.

We asked the following two questions:

- Is it safe?
- Is it well-led?

These questions form part of the framework for the areas we look at during a comprehensive inspection.

Our findings were:

Are services safe?

We found that this practice was providing safe 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

M Verma & S Verma Abacus Dental Care is in Milton Keynes, Buckinghamshire and provides both NHS and private treatment to adults and children.

The practice is located in a two storey building within a residential area of Milton Keynes. There is level access into the building for people who use wheelchairs or those with pushchairs. Treatment rooms are on both the ground and first floor of the building. Car parking is available in a public car park behind the practice.

The dental team includes two dentists, one hygienist and three dental nurses, including one trainee, who share reception duties. The practice has three treatment rooms and a designated decontamination room.

The practice is owned by a partnership and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager. Registered managers have legal responsibility for meeting

Summary of findings

the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. The registered manager at M Verma & S Verma Abacus Dental Care is the principal dentist.

During the inspection we spoke with the principal dentist, the hygienist, a dental nurse and a trainee dental nurse. We looked at practice policies and procedures and other records about how the service is managed.

The practice is open: Monday, Wednesday and Thursday from 8.30am to 5pm, Tuesday from 6pm to 8pm, Friday from 8.30am to 4pm and Saturday from 9am to 1pm.

Our key findings were:

- The practice appeared clean and well maintained.
- The provider had detailed infection control procedures which reflected published guidance.
- Staff knew how to deal with emergencies. Appropriate medicines and most pieces of life-saving equipment were available. The emergency kit was missing certain sizes of clear face masks. When we raised this with the practice they immediately ordered the missing sizes to be delivered the next working day.
- The provider had systems to help them manage risk to patients and staff.
- The provider had suitable safeguarding processes and staff knew their responsibilities for safeguarding vulnerable adults and children.
- The provider had thorough staff recruitment procedures. There was a comprehensive induction process in place for new members of the team.
- The provider had effective leadership and culture of continuous improvement. Staff were actively engaged in the improvement and development of the practice.
- Staff felt involved and supported and worked well as a team. Staff spoke openly about how much they enjoyed working at the practice.
- The provider asked staff and patients for feedback about the services they provided. Positive patient feedback was displayed around the practice.
- The provider had thorough information governance arrangements.

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services safe?

No action ✓

Are services well-led?

No action ✓



Are services safe?

Our findings

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

Safety systems and processes, including staff recruitment, equipment and premises and radiography (X-rays)

Staff had clear systems to keep patients safe.

Staff knew their responsibilities if they had concerns about the safety of children, young people and adults who were vulnerable due to their circumstances. The provider had safeguarding policies and procedures to provide staff with information about identifying, reporting and dealing with suspected abuse. We saw evidence that staff received safeguarding training. Staff knew about the signs and symptoms of abuse and neglect and how to report concerns, including notification to the CQC.

The provider had a system to highlight vulnerable patients and patients who required other support such as with mobility or communication within dental care records.

The provider had a whistleblowing policy which was highlighted to new staff on induction and displayed within the staff room. Staff we spoke with felt confident they could raise concerns without fear of recrimination.

The dentists used dental dams in line with guidance from the British Endodontic Society when providing root canal treatment. In instances where the dental dam was not used, such as for example refusal by the patient, and where other methods were used to protect the airway, we saw this was documented in the dental care record and a risk assessment completed.

The provider had a business continuity plan describing how they would deal with events that could disrupt the normal running of the practice.

The provider had a recruitment policy and procedure to help them employ suitable staff and had checks in place for agency and locum staff. These reflected the relevant legislation. We looked at six staff recruitment records. These showed the provider followed their recruitment procedure.

We noted that clinical staff were qualified and registered with the General Dental Council (GDC) and had professional indemnity cover.

Staff ensured that facilities and equipment were safe, and that equipment was maintained according to manufacturers' instructions, including electrical and gas appliances.

Records showed that fire detection and firefighting equipment were regularly tested and serviced.

The practice had suitable arrangements to ensure the safety of the X-ray equipment and we saw the required information was in their radiation protection file.

We saw evidence that the dentists justified, graded and reported on the radiographs they took. The provider carried out radiography audits every year following current guidance and legislation.

Clinical staff completed continuing professional development (CPD) in respect of dental radiography. We noted that not all of the x-ray equipment had rectangular collimators attached to reduce dosage to patients. Following the inspection, the provider sent in evidence showing that rectangular collimators had been purchased for each treatment room.

Risks to patients

There were systems to assess, monitor and manage risks to patient safety.

The practice's health and safety policies, procedures and risk assessments were reviewed regularly to help manage potential risk. The provider had current employer's liability insurance.

We looked at the practice's arrangements for safe dental care and treatment. The staff followed relevant safety regulation when using needles and other sharp dental items. A sharps risk assessment had been undertaken and was updated annually.

The provider had a system in place to ensure clinical staff had received appropriate vaccinations, including the vaccination to protect them against the Hepatitis B virus, and that the effectiveness of the vaccination was checked.

Staff knew how to respond to a medical emergency and completed training in emergency resuscitation and basic life support every year.

Most pieces of emergency equipment and all medicines were available as described in recognised guidance. We found staff kept records of their checks of these to make



Are services safe?

sure these were available, within their expiry date, and in working order. The emergency kit was missing certain sizes of clear face masks. When we raised this with the practice they immediately ordered the missing sizes to be delivered the next working day.

A dental nurse worked with the dentists when they treated patients in line with General Dental Council (GDC) Standards for the Dental Team.

There were suitable numbers of dental instruments available for the clinical staff and measures were in place to ensure they were decontaminated and sterilised appropriately.

The provider had suitable risk assessments to minimise the risk that can be caused from substances that are hazardous to health.

The provider had an infection prevention and control policy and procedures. They followed guidance in The Health Technical Memorandum 01-05: Decontamination in primary care dental practices (HTM 01-05) published by the Department of Health and Social Care. Staff completed infection prevention and control training and received updates as required.

The provider had suitable arrangements for transporting, cleaning, checking, sterilising and storing instruments in line with HTM 01-05. The records showed equipment used by staff for cleaning and sterilising instruments was validated, maintained and used in line with the manufacturers' guidance.

We found staff had systems in place to ensure that any work was disinfected prior to being sent to a dental laboratory and before treatment was completed.

We saw staff had procedures to reduce the possibility of legionella or other bacteria developing in the water systems, in line with a risk assessment. All recommendations had been actioned and records of water testing and dental unit water line management were in place.

We saw cleaning schedules for the premises. The practice was visibly clean when we inspected.

The provider had policies and procedures in place to ensure clinical waste was segregated and stored appropriately in line with guidance.

The infection control lead carried out infection prevention and control audits twice a year. The latest audit showed the practice was meeting the required standards.

Information to deliver safe care and treatment

Staff had the information they needed to deliver safe care and treatment to patients.

We discussed with the dentist how information to deliver safe care and treatment was handled and recorded. We looked at a sample of dental care records to confirm our findings and noted that individual records were written and managed in a way that kept patients safe. Dental care records we saw were complete, legible, were kept securely and complied with General Data Protection Regulation (GDPR) requirements.

Patient referrals to other service providers contained specific information which allowed appropriate and timely referrals in line with practice protocols and current guidance.

Safe and appropriate use of medicines

The provider had reliable systems for appropriate and safe handling of medicines. This ensured that medicines did not pass their expiry date and enough medicines were available if required. We saw staff stored and kept records of prescriptions as described in current guidance. The dentists were aware of current guidance with regards to prescribing medicines.

Track record on safety and lessons learned and improvements

There were comprehensive risk assessments in relation to safety issues. Staff monitored and reviewed incidents. This helped staff to understand risks, give a clear, accurate and current picture that led to safety improvements.

Staff had an understanding of significant events and discussed them in staff meetings. There had been two significant events recorded within the previous 12 months. These had been recorded in detail and discussed at staff meetings. Clear action points had been taken from the events and further measures had been put in place to improve safety within the practice. For example, a new cleaning and quality checking process had been implemented following a reported blockage in the tubing attached to a suction machine.



Are services safe?

All staff members received alerts from the Medicines and Healthcare Products Regulatory Authority and national

patient safety alerts to their work email addresses. The principal dentist collated the alerts that were relevant to dental care and discussed them at staff meetings to ensure that they had been reviewed by all clinical staff.



Are services well-led?

Our findings

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

Leadership capacity and capability

We found the provider had the capacity and skills to deliver high-quality, sustainable care. The principal dentist demonstrated they had the experience, capacity and skills to deliver the practice strategy and address risks to it.

The practice management team were visible and approachable. Staff told us they worked closely with them and others to make sure they prioritised compassionate and inclusive leadership.

We saw the provider had effective processes to develop leadership capacity and skills, including planning for the future leadership of the practice.

Culture

The practice had a culture of high-quality sustainable care.

Staff we spoke with stated they felt respected, supported and valued. They were proud to work in the practice. The practice team spoke openly about how much they enjoyed their work. One member of staff told us that 'I couldn't be happier here; the partners are really supportive. They always take the time to support us and fully explain things'.

Openness, honesty and transparency were demonstrated when responding to incidents and complaints. The provider was aware of and had systems to ensure compliance with the requirements of the Duty of Candour.

Staff told us that they could raise concerns and were encouraged to do so, and they had confidence that these would be addressed.

Governance and management

There were clear responsibilities, roles and systems of accountability to support good governance and management.

The provider had overall responsibility for the management and clinical leadership of the practice. The principal dentist was responsible for the day to day running of the service. Staff knew the management arrangements and their roles and responsibilities.

The provider had a system of clinical governance in place which included policies, protocols and procedures that were accessible to all members of staff and were reviewed on a regular basis.

We saw there were clear and effective processes for managing risks, issues and performance.

Appropriate and accurate information

Staff acted on appropriate and accurate information.

Quality and operational information was used to ensure and improve performance. Performance information was combined with the views of patients.

The provider had information governance arrangements and staff were aware of the importance of these in protecting patients' personal information.

Engagement with patients, the public, staff and external partners

Staff involved patients, the public, staff and external partners to support high-quality sustainable services.

The provider used patient surveys, comments cards and verbal feedback to obtain patients' views about the service. NHS patients were able to complete the NHS Friends and Family Test (FFT). This is a national programme to allow patients to provide feedback on NHS services they have used. The provider monitored the feedback and continually received positive results each month. Positive feedback was framed and displayed on the wall of the upstairs waiting room.

The provider gathered feedback from staff through meetings, surveys, and informal discussions. Staff were encouraged to offer suggestions for improvements to the service and said these were listened to and acted on. The provider organised social events for staff, such as an annual Christmas party.

Monthly practice meetings were attended by all staff and were taken as an opportunity to discuss all aspects of the practice, as well as a learning forum with training topics included on the agenda. The staff we spoke with told us how much they enjoyed the training aspect of the meetings.

Continuous improvement and innovation

There were systems and processes for learning, continuous improvement and innovation.



Are services well-led?

The provider had strong quality assurance processes to encourage learning and continuous improvement. These included regular and thorough audits of dental care records, radiographs, accessibility, work station safety, hand hygiene and infection prevention and control.

The provider showed a commitment to learning and improvement and valued the contributions made to the team by individual members of staff.

The whole staff team had annual appraisals. They discussed learning needs, general wellbeing and aims for future professional development. We saw evidence of completed appraisals in the staff folders. Staff we spoke with told us that they found the appraisal system to be useful.

Staff completed 'highly recommended' training as per General Dental Council professional standards. This included undertaking medical emergencies and basic life support training annually. The provider supported and encouraged staff to complete CPD. For example, a dental nurse was due to start a radiography and clinical photography course, and a trainee dental nurse had a place on a practice growth and development workshop. One of the dentists had recently attended a course on autism awareness in dentistry. Furthermore, the provider paid for the staff to attend national events, such as the Dental Show.