

Adbulla/Mechoui

# Open Dental Care

## Inspection Report

455 Caledonian Road  
London  
N7 9BA

Tel: 020 7112 5353

Website: <https://opendentalcare.co.uk/>

Date of inspection visit: 20 May 2019

Date of publication: 27/06/2019

### Overall summary

We carried out this announced inspection on 20 May 2019 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. 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 Care Quality Commission (CQC) inspector who was supported by a specialist dental adviser.

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 form the framework for the areas we look at during the inspection.

#### **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**

Open Dental Care is in Islington, London. The practice provides private treatment to adults and children.

There is level access for people who use wheelchairs and those with pushchairs.

Restricted paid car parking spaces are available opposite and behind the premises and in the surrounding streets, including those for disabled badge holders.

The practice has two treatment rooms.

The team includes three dentists, a qualified dental nurse, a dental hygienist and a receptionist.

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

# Summary of findings

requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. The registered managers at Open Dental Care were the principal dentists.

On the day of this inspection, we obtained feedback from four patients.

During the inspection we spoke with one of the principal dentists, the dental hygienist, the dental nurse and the receptionist.

We checked practice policies and procedures and other records about how the service is managed.

The practice is open at the following times:

Monday 8:00am – 5:00pm

Tuesday 10:00am – 7:00pm

Wednesday 8:30am – 8:00pm

Thursday 9:00am – 5:00pm

Friday 9:00am – 5:00pm

Saturday 9:00am – 1:00pm

## **Our key findings were:**

- The practice appeared clean and well maintained.
- The provider had infection control procedures which reflected published guidance.
- Staff knew how to deal with emergencies. Appropriate medicines and life-saving equipment were available.
- The provider had suitable safeguarding processes and staff knew their responsibilities for safeguarding vulnerable adults and children.
- Improvements could be made to ensure the recruitment procedures were followed appropriately as per current national guidance in all cases.

- The clinical staff provided patients' care and treatment in line with current guidelines.
- Staff treated patients with dignity and respect and took care to protect their privacy and personal information.
- Staff were providing preventive care and supporting patients to ensure better oral health.
- The appointment system took account of patients' needs.
- The provider had effective leadership and a culture of continuous improvement.
- Staff felt involved and supported and worked well as a team.
- The provider asked staff and patients for feedback about the services they provided. Feedback from patients was positive regarding all aspects of the service.
- The provider dealt with complaints positively and efficiently.
- The provider had suitable information governance arrangements.
- The provider had systems to help them manage risk to patients and staff.

There are areas in which the provider could make improvements. They should:

- Review the environmental risk assessments and ensure outstanding actions from the fire risk assessment are implemented.
- Review the protocols and procedures to ensure staff are up to date with their training and Continuing Professional Development (CPD).
- Review the practice's recruitment policy and procedures to ensure accurate, complete and detailed records are maintained for all staff.

# 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 provider had systems and processes to provide safe care and treatment. Patients told us they found the premises hygienic and safe.

Staff used learning from incidents and complaints to help them improve.

Staff received training in safeguarding people and knew how to recognise the signs of abuse and how to report concerns.

Staff were qualified for their roles. The provider could make improvements with regard to maintaining suitable recruitment records for all employed staff; they took steps to rectify this after the inspection.

The premises and equipment were clean and properly maintained. The provider had not completed an action from their fire risk assessment; they took steps to rectify this after the inspection.

Staff followed national guidance for cleaning, sterilising and storing dental instruments.

The provider had suitable arrangements for dealing with medical and other emergencies.

No action



### Are services effective?

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

The dentists assessed patients' needs and provided care and treatment in line with recognised guidance.

We received feedback about the practice from four people. Patients described the treatment they received as being professional and excellent.

The dentists discussed treatment with patients so they could give informed consent and recorded this in their records.

The practice had clear arrangements for referring patients to other dental or health care professionals.

The provider supported staff to complete training relevant to their roles, though they had not established effective systems to help them monitor this.

The practice team kept complete patient dental care records which were comprehensive, clearly typed and stored securely. They complied with the requirements of the General Data Protection Regulations.

No action



### Are services caring?

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

No action



# Summary of findings

We obtained feedback from four patients; they made positive comments about all aspects of the service the practice provided. They told us staff were very friendly and courteous. They said they would recommend the practice to their friends and family.

Staff protected patients' privacy and were aware of the importance of confidentiality.

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

We obtained feedback from four patients; they made positive comments about all aspects of the service the practice provided. They told us staff were very friendly and courteous. They said they would recommend the practice to their friends and family.

Staff protected patients' privacy and were aware of the importance of confidentiality.

## Are services responsive to people's needs?

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

The practice's appointment system took account of patients' needs. Patients could get an appointment on the same day if they were experiencing dental pain.

Patients told us that details about their care and treatment were thoroughly explained to them. They said their dental practitioner always gave them appropriate advice.

Staff considered patients' different needs. The provider had undertaken a Disability Access audit to assess how they could continually improve support and access for patients with enhanced needs.

The provider had made reasonable adjustments such as providing access for wheelchair users and families with children. The practice told us they could access interpreter services and had described to us how they supported patients with sight or hearing loss.

The provider took patients views seriously. They valued compliments from patients and responded to concerns and complaints quickly and constructively.

No action



## Are services well-led?

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

The provider had arrangements to ensure the smooth running of the service. These included systems for the practice team to discuss the quality and safety of the care and treatment provided.

The provider described clearly defined aims and objectives which included offering excellent patient care, involving patients and staff in the service, working towards better practice, and looking after the well-being of the staff.

There was a clearly defined management structure and staff felt supported and appreciated. They worked well as a team.

No action



## Summary of findings

The provider monitored clinical and non-clinical areas of their work to help them improve and learn. This included asking for and listening to the views of patients and staff. They had carried out audits of various processes to monitor the quality of the service.

# Are services safe?

## Our findings

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

The provider 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 Care Quality Commission (CQC).

The practice had a system to highlight vulnerable patients on records e.g. adults and children where there were safeguarding concerns, people with enhanced learning needs or a mental health condition, or those who required other support such as with mobility or communication.

The practice also had a system to identify patients that were in other vulnerable situations e.g. those who were known to have experienced modern-day slavery or female genital mutilation.

The provider had a whistleblowing policy. Staff felt confident they could raise concerns without fear of reprimand.

The dentists used dental dams in line with guidance from the British Endodontic Society when providing root canal treatment.

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. We checked recruitment records of all four staff and found the practice followed their recruitment procedure for most staff; however, they did not have evidence of photographic identification and assurances about the suitable conduct in previous

employment for some staff. The principal dentist told us they had requested this information but had not retained it. Shortly after the inspection they ensured these records were in place.

All clinical staff were qualified and registered with the General Dental Council; they also had professional indemnity cover.

The practice ensured that the facilities and equipment were safe, and that equipment was maintained according to the manufacturers' instructions, including electrical appliances.

The provider had arrangements to ensure that recently-installed fire detection equipment would be inspected regularly. The provider had undertaken a fire risk assessment and implemented some recommended actions to minimise the risk of the spread of fire on the premises. However, there was an outstanding action they had not yet implemented. Shortly after the inspection the provider told us they had made arrangements for this action to be completed.

The provider had suitable arrangements to ensure the safety of the radiography equipment and had the required information in their radiation protection file.

The dentists justified, graded and reported on the radiographs they took. The provider had undertaken regular radiography audits following current guidance and legislation.

Clinical staff completed continuing professional development in respect of dental radiography.

### **Risks to patients**

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

The provider's health and safety policies, procedures and risk assessments were reviewed to help manage potential risk. This included risk assessments to minimise the risk that can be caused from substances that are hazardous to health.

The provider had employer's liability insurance.

# Are services safe?

We checked the provider's arrangements for safe dental care and treatment. The staff followed the relevant safety regulation when using needles and other sharp dental items. They had undertaken a sharps risk assessment and had systems to ensure it would be regularly updated.

The provider had a system in place to ensure all 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. The staff participated in regular medical emergency scenarios to keep them up to date.

Emergency equipment and medicines were available as described in recognised guidance. Staff carried out checks of the equipment and medicines to ensure they were available, in date and in good working order but they had not kept records of the checks. Shortly after the inspection the provider implemented a log for staff to log these checks.

A dental nurse worked with the dentists when they treated patients, in line with General Dental Council's (GDC) Standards for the Dental Team. They had undertaken a risk assessment for when the dental hygienist worked without chairside support to ensure they had enough instruments, and that they would be supported with cleaning and sterilising the instruments in line with current recognised standards.

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.

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.

Staff completed infection prevention and control training and received updates as required.

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

The provider undertook regular testing of water temperatures, de-scaling of water outlets, and managed dental unit water lines to minimise the risk of Legionella or other bacteria developing in their water systems. They had undertaken a Legionella risk assessment and water sampling.

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

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

The provider 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 checked a sample of dental care records to confirm our findings and noted that individual records were recorded and managed in a way that kept patients safe. Dental care records we saw were legible, 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 current guidance.

## **Safe and appropriate use of medicines**

The provider had reliable systems for the appropriate and safe handling of antibiotics. There was a suitable stock control system of antibiotics held on site. This ensured that antibiotics did not pass their expiry date and that enough of them were available if required.

The dentists were aware of current guidance with regards to prescribing medicines.

## **Track record on safety, lessons learned and improvements**

The provider documented, investigated and reviewed incidents. They discussed incidents with the rest of the

## Are services safe?

dental team to prevent such occurrences happening again in the future. This helped them understand risks and gave a clear, accurate and current picture that led to safety improvements.

There was a system for receiving and acting on safety alerts. The practice's staff learned from external safety events as well as patient, equipment and medicine safety alerts. We found they were shared with the team and acted upon if required.

# Are services effective?

(for example, treatment is effective)

## Our findings

### Effective needs assessment, care and treatment

The dental practitioners kept up to date with current evidence-based practice. They assessed patients' needs and delivered care and treatment in line with current legislation, standards and guidance supported by clear clinical pathways and protocols.

### Helping patients to live healthier lives

The practice was providing preventive care and supporting patients to ensure better oral health in line with the Delivering Better Oral Health toolkit.

The dentists prescribed high concentration fluoride toothpaste and fluoride varnish if a patient's risk of tooth decay indicated this would help them.

The dental practitioners, where applicable, discussed smoking, alcohol consumption and diet with patients during appointments. Staff gave patients health promotion leaflets to help them with their oral health.

The principal dentist we spoke with described to us the procedures they used to improve the outcomes for patients with gum disease. This involved providing patients preventative advice, taking plaque and gum bleeding scores and recording detailed charts of the patient's gum condition. Patients with more severe gum disease were recalled at more frequent intervals for review and to reinforce home care preventative advice. The principal dentist told us they referred patients with gum disease to their dental hygienist or a periodontal specialist according to the patients' need.

### Consent to care and treatment

Staff obtained consent to care and treatment in line with legislation and guidance.

The practice team understood the importance of obtaining and recording patients' consent to treatment. The dentists gave patients information about treatment options and the risks and benefits of these so they could make informed decisions. Patients told us their dental practitioner gave them appropriate advice about their dental care.

The provider had a consent policy included information and guidance to staff Gillick competence, the precedent by

which a child under the age of 16 years of age may give consent for themselves. The staff were aware of the need to consider this when treating young people under 16 years of age.

The provider also had a policy about mental capacity. The team understood their responsibilities under the Mental Capacity Act when treating adults who may not be able to make informed decisions.

Staff described how they involved patients' relatives or carers when appropriate and made sure they had enough time to explain treatment options clearly.

### Monitoring care and treatment

Staff kept detailed dental care records containing information about the patients' current dental needs, past treatment and medical histories. The dental practitioners assessed patients' treatment needs in line with recognised guidance.

The provider audited patients' dental care records to check that the dental practitioners recorded the necessary information.

### Effective staffing

Staff had the skills, knowledge and experience to carry out their roles.

Staff new to the practice had a period of induction based on a structured programme. We confirmed clinical staff completed the continuing professional development required for their registration with the General Dental Council and saw completed inductions in the staff folders.

The provider discussed learning needs, general well-being and aims for future professional development with staff during annual appraisals. Staff discussed their training needs during informal discussions, appraisals, and clinical supervision. We saw evidence of completed appraisals.

The provider supported and encouraged staff to complete CPD. Staff completed 'highly recommended' training as per General Dental Council professional standards. This included undertaking medical emergencies and basic life support training annually. Most staff had completed training in infection prevention and control, safeguarding children and vulnerable adults and dental radiography.

# Are services effective?

(for example, treatment is effective)

They could strengthen arrangements by implementing an effective system to monitor staff training; there was a lack of evidence of key training for some staff, but the provider sent us the evidence shortly after the training.

## **Co-ordinating care and treatment**

Staff worked together and with other health and social care professionals to deliver effective care and treatment.

The principal dentist we spoke with confirmed they referred patients to a range of specialists in primary and secondary care if they needed treatment the practice did not provide.

The provider had systems to identify, manage, follow up, and where required refer patients, for specialist care when presenting with dental infections.

The provider also had systems for referring patients with suspected oral cancer under the national two week wait arrangements. This was initiated by the National Institute for Health and Care Excellence (NICE) in 2005 to help make sure patients were seen quickly by a specialist.

Staff monitored the process and outcome of all outgoing referrals.

# Are services caring?

## Our findings

### Kindness, respect and compassion

Staff treated patients with kindness, respect and compassion. They were aware of their responsibility to respect people's diversity and human rights. They were friendly towards patients at the reception desk and over the telephone.

We received feedback from four patients; they all made positive comments about all aspects of the service the practice provided. They told us staff were very friendly and courteous. They said they would recommend the practice to their friends and family. They described the service as being excellent and professional.

Information about the practice's staff, the complaints protocol and the fire action plan was available for patients to read in the waiting area.

### Privacy and dignity

Staff respected patients' privacy and dignity. They were aware of the importance of privacy and confidentiality. They told us they could take them into another room if a patient required more privacy.

The computer screen at the reception desk was not visible to patients, and staff did not leave patients' personal information where other patients might see it.

Staff password protected patients' electronic care records and backed these up to secure storage. They stored paper records securely.

### Involving people in decisions about care and treatment

Staff helped patients to be involved in decisions about their care and were aware of and understood requirements under the Equality Act:

- The provider told us their patient population was largely English-speaking but that they could provide interpreting services, if needed, for patients who did not speak or understand English as a first language.
- Staff communicated with patients in a way that they could understand. They told us they could provide communication aids and documents in larger fonts.
- Staff spoke a variety of different languages and could help to interpret information for patients.

The provider gave patients clear information to help them make informed choices about their treatment. Patients told us that details about their care and treatment were thoroughly explained to them. They said they were always given appropriate advice about their dental care.

The principal dentist described to us the methods they used to help patients understand their diagnosis and treatment options discussed. These included the use of photographs taken with a camera, dental models, videos, and radiograph images.

The provider's website provided patients with information about the range of treatments available at the practice.

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

### Responding to and meeting people's needs

The provider organised and delivered services to meet patients' needs. They took account of patient needs and preferences.

Staff were clear on the importance of emotional support needed by patients when delivering care.

Patients described high levels of satisfaction with the responsive service provided by the practice.

They told us staff made efforts to accommodate their needs.

The provider had made reasonable adjustments for patients with limited mobility. These included step-free access and an accessible toilet. They described arrangements to help them communicate with patients who had hearing problems and could provide British Sign Language interpreters if needed.

The provider had undertaken a Disability Access audit and formulated an action plan to identify how they could continually improve support and access for patients with additional needs.

### Timely access to services

Patients could access care and treatment from the practice within an acceptable timescale for their needs. They confirmed they could make routine and emergency appointments easily.

The provider displayed the practice's opening hours at the practice's entrance and on their website. Their answerphone message and information at the entrance provided telephone numbers for patients needing emergency dental treatment during the working day and when the practice was not open.

The provider had an appointment system to respond to patients' needs. Patients who requested an urgent appointment were usually seen the same day; the provider had an emergency arrangement with two local practices in the event they could not accommodate these patients.

### Listening and learning from concerns and complaints

The provider took complaints and concerns seriously and responded to them appropriately to improve the quality of care.

The provider had a policy providing guidance to staff on how to handle a complaint. There was also information available to patients about how to make a complaint. Information was available about organisations patients could contact if they were not satisfied with the way the practice dealt with their concerns.

The principal dentists were responsible for dealing with complaints; the principal dentist we spoke with told us they aimed to settle complaints in-house and encouraged patients to speak with them to discuss these. They told us the practice had not received any complaints in the last 12 months. They had arrangements to help them respond to concerns appropriately and discuss outcomes with staff to share learning and improve the service.

# Are services well-led?

## Our findings

### Leadership capacity and capability

We found the principal dentist had the capacity and skills to deliver good quality care.

### Vision

The provider described clearly defined aims and objectives which included offering excellent patient care, involving patients and staff in the service, working towards better practice, and looking after the well-being of the staff.

### Culture

The practice had an open, friendly culture that was focused on well-being, team working and patient care. They had processes in place to encourage behaviour that was in line with their culture and vision.

Staff stated they felt respected, supported, listened to and valued. They appeared proud to work in the practice. They told us the principal dentists were approachable. Staff we spoke with told us they could raise concerns and were encouraged to do so; they had confidence that any concerns would be addressed.

Staff showed openness, honesty and transparency when responding to incidents and complaints. They were aware of, and had systems to ensure compliance with, the requirements of the Duty of Candour.

### Governance and management

There were clear responsibilities, roles and systems of accountability to support good governance and management, and these were understood by all staff we spoke with.

The principal dentists had overall responsibility for the management and clinical leadership of the practice and the day-to-day running of the service.

There were clear and effective processes for managing issues and performance. 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.

The provider could strengthen arrangements for monitoring risks by completing an outstanding action from their fire risk assessment.

### Appropriate and accurate information

The provider acted on appropriate and accurate information.

They used quality and operational information to improve performance and combined this information with the views of patients.

They 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

The provider involved patients and staff to support and improve the service.

The provider sought feedback from patients via online media and verbal comments. They had responded to feedback from patients by amending the wording of reminder emails they sent to patients, by implementing text reminders, and by providing a facility on their website that patients could use to make payments.

The provider gathered feedback from staff through meetings, appraisals, and informal discussions. Staff were encouraged to offer suggestions for improvements to the service and said these were listened to and acted on. In response to feedback from staff, the provider had made improvements to the management of administrative tasks.

### Continuous improvement and innovation

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

The provider had quality assurance processes to encourage learning and continuous improvement. These included audits of dental care records, access for disabled patients, radiographs and infection prevention and control. They had clear records of the results of these audits and the resulting action plans and improvements.

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