

First Choice Dental Limited

Mydentist - Queensway - Bognor Regis

Inspection Report

51-53 Queensway

Bognor Regis

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Overall summary

We carried out this announced inspection on 07 December 2017 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 CQC inspector who was supported by a specialist dental adviser.

We told NHS England and Healthwatch that we were inspecting the practice. They did not provide any information.

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

Summary of findings

Mydentist, Queensway is located in Bognor Regis. It provides NHS and private treatment to patients of all ages.

The practice is on one floor. There are seven treatment rooms, a separate decontamination room and a combined reception and patient waiting area.

The dental team includes seven dentists, one dental therapist, nine dental nurses- five of whom work full time, two full time receptionists and two part time receptionists and a practice manager.

The practice is owned by a company and is registered with the Care Quality Commission as part of IDH Dental organisation. 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 the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run. The registered manager at Mydentist, Queensway, Bognor Regis was the practice manager.

During the inspection we spoke two dentists, one dental therapist, three nurses, one receptionist, the practice manager and the compliance manager for the company. We looked at practice policies and procedures and other records about how the service is managed.

On the day of inspection we spoke with six patients and collected 14 comments cards that were completed prior to the inspection. This information gave us a positive view of the practice.

The practice is open: Monday to Thursday from 8.30am to 5.30pm and Friday from 8.30am to 4pm.

Our key findings were:

- The practice appeared clean and well maintained.
- The practice had infection control procedures which reflected published guidance.
- Staff knew how to deal with emergencies. Appropriate medicines and life-saving equipment were available.
- The practice had systems to help them manage risk.
- The practice had suitable safeguarding processes and staff knew their responsibilities for safeguarding adults and children.
- The practice had thorough staff recruitment procedures.
- 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.
- The appointment system met patients' needs.
- The practice had effective leadership. Staff felt supported.
- The practice asked staff and patients for feedback about the services they provided.
- The practice dealt with complaints positively and efficiently.

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 systems and processes to provide safe care and treatment. They used learning from incidents and complaints to help them improve.

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

Staff were qualified for their roles and the practice completed essential recruitment checks.

Premises and equipment were clean and properly maintained. The practice followed national guidance for cleaning, sterilising and storing dental instruments.

The practice 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. Patients described being the treatment they received as very good and professional. The dentists had discussions regarding treatment with patients so they could gain valid consent and recorded this in their records.

The practice had clear arrangements when patients needed to be referred to other dental or health care professionals.

The practice supported staff to complete training relevant to their roles and had systems to help them monitor this.

No action



Are services caring?

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

We received feedback about the practice from 20 people. Patients were positive about all aspects of the service the practice provided. They told us that the staff were fantastic, lovely and always happy to help. They said they were given clear information about their oral health and treatment requirements; and said their dentists listened to them and put them at ease.

We saw that staff protected patients' privacy and were aware of the importance of confidentiality. Patients said staff treated them with dignity and respect.

No action



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 was efficient and met patients' needs. Patients could get an appointment quickly if in pain.

No action



Summary of findings

Staff considered patients' different needs and had made reasonable adjustments where able.

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

Are services well-led?

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

The practice 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.

There was a clearly defined management structure and staff felt supported and appreciated.

The practice team kept patient dental care records which were clearly written or typed and stored securely.

The practice 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.

No action



Are services safe?

Our findings

Reporting, learning and improvement from incidents

The practice had policies and procedures to report, investigate, respond and learn from accidents, incidents and significant events. Staff knew about these and understood their role in the process.

The practice recorded, responded to and discussed all incidents, including near misses to reduce risk and support future learning.

The practice received national patient safety and medicines alerts from the Medicines and Healthcare Products Regulatory Authority (MHRA). Relevant alerts were discussed with staff, acted on and stored for future reference.

Reliable safety systems and processes (including safeguarding)

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 practice had safeguarding policies and procedures to provide staff with information about identifying, reporting and dealing with suspected abuse. We saw evidence that all staff received safeguarding training. Staff knew about the signs and symptoms of abuse and neglect and how to report concerns. The practice shared with us three examples of safeguarding concerns. We noted that they had all been dealt with appropriately as per the practice policy. The practice had a whistleblowing policy. Staff told us they felt confident they could raise concerns without fear of reprimand.

We looked at the practice's arrangements for safe dental care and treatment. These included risk assessments which staff reviewed every year. The practice followed relevant safety laws when using needles and other sharp dental items. The dentists used rubber dams in line with guidance from the British Endodontic Society when providing root canal treatment. In instances where the rubber dam was not used, such as for example refusal by the patient this was suitably documented in the dental care record and a risk assessment was completed which patients were required to sign.

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

Medical emergencies

Staff knew what to do in a medical emergency and completed training in emergency resuscitation and basic life support bi-annually.

Emergency equipment and medicines were available as described in recognised guidance. Staff kept records of checks of the equipment and medicines to make sure that these were available, within their expiry date, and in working order.

Staff recruitment

The practice had a staff recruitment procedure to help them employ suitable staff. This reflected the relevant legislation. We looked at eight staff recruitment records. These showed that the practice followed their recruitment procedure.

Clinical staff were qualified and registered with the General Dental Council (GDC) and had professional indemnity cover.

Monitoring health & safety and responding to risks

The practice's health and safety policies and risk assessments were up to date and reviewed yearly to help manage potential risk. These covered general workplace and specific dental topics. We saw clear action plans to reduce the identified risks and documentation that these had been completed. The practice had current employer's liability insurance and checked each year that the clinicians' professional indemnity insurance was up to date.

A dental nurse worked with the dentists and dental therapist when they treated patients.

Infection control

The practice had an infection prevention and control policy and procedures to keep patients safe. They followed guidance in The Health Technical Memorandum 01-05: Decontamination in primary care dental practices (HTM01-05) published by the Department of Health. Staff completed infection prevention and control training every year.

Are services safe?

The practice had suitable arrangements for transporting, cleaning, checking, sterilising and storing instruments in line with HTM01-05. The records showed equipment staff used for cleaning and sterilising instruments was maintained and used in line with the manufacturers' guidance.

The practice carried out infection prevention and control audits six monthly in line with current guidance. The latest audit showed the practice was meeting the required standards.

The practice had procedures to reduce the possibility of Legionella or other bacteria developing in the water systems, in line with a risk assessment.

We saw cleaning schedules for the premises. The practice was clean when we inspected and patients confirmed that this was usual.

Equipment and medicines

We saw servicing documentation for the equipment used. Staff carried out checks in line with the manufacturers' recommendations.

The practice stored and kept records of NHS prescriptions as described in current guidance and completed yearly audits of the prescribing of antibiotics.

Radiography (X-rays)

The practice had suitable arrangements to ensure the safety of the X-ray equipment. They met current radiation regulations and had the required information in their radiation protection file.

We saw evidence that the dentists justified, graded and reported on the radiographs they took. The practice carried out radiograph audits every six months in current guidance and legislation.

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

Are services effective?

(for example, treatment is effective)

Our findings

Monitoring and improving outcomes for patients

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

We saw that the practice audited patients' dental care records on a six monthly basis to check that the dentists recorded the necessary information. Results and any actions required were discussed at one-to-one meetings with the practice manager.

Health promotion & prevention

The practice was providing preventative care and supporting patients to ensure better oral health in line with the Delivering Better Oral Health toolkit. Patients also commented positively on the helpful advice their dentists gave them with regards to managing their oral health.

The dentists told us they prescribed high concentration fluoride toothpaste if a patient's risk of tooth decay indicated this would help them. They used fluoride varnish for children based on an assessment of the risk of tooth decay for each child.

The practice delivered oral health education sessions during school visits. These were organised as part of 'Kids Week' during school holidays to increase focus on oral health promotion for children.

The dentists told us that where applicable they discussed smoking, alcohol consumption and diet with patients during appointments. The practice had a selection of dental products for sale and provided health promotion leaflets to help patients with their oral health.

Staffing

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

Staff told us that they discussed training needs at six monthly appraisals as well as at monthly one-to-one meetings and on an informal basis. We saw evidence of completed appraisals.

Working with other services

The dentists confirmed that they referred patients to a range of specialists in primary and secondary care if they needed treatment the practice did not provide. This included referring patients with suspected oral cancer under the national two week wait arrangements. This was initiated by NICE in 2005 to help make sure patients were seen quickly by a specialist. The practice monitored urgent referrals on a weekly basis to make sure they were dealt with promptly.

Consent to care and treatment

The practice team understood the importance of obtaining patients' consent to treatment. The dentists told us that they had discussions and gave patients information about treatment options and the risks and benefits of these so they could make informed decisions. Patients confirmed that their dentists listened to them and gave them clear information about their treatment.

The practice's consent policy included information about the Mental Capacity Act 2005. The team understood their responsibilities under the act when treating adults who may not be able to make informed decisions. The policy also referred to Gillick competence and the staff were aware of the need to consider this when treating young people under 16. Staff described how they involved patients' relatives or carers when appropriate and made sure they had enough time to explain treatment options clearly.

Are services caring?

Our findings

Respect, dignity, compassion and empathy

Staff we spoke with were aware of their responsibility to respect people's diversity and human rights.

Patients commented positively that staff were welcoming, caring and accommodating. We saw that staff treated patients in a considerate and kind manner and were friendly towards patients at the reception desk and over the telephone.

Staff were aware of the importance of privacy and confidentiality. The layout of the reception and waiting area provided limited privacy when reception staff were dealing with patients. However, staff told us that if a patient asked for more privacy they would take them into another room. The reception computer screen was not visible to patients and staff did not leave personal information where other patients might see it.

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

Music was played in the waiting area to enhance privacy and confidentiality. Information leaflets and magazines were available for patients to read in the waiting area. The

practice had extensive resources for children such as oral health education books for various age ranges which had been developed by the company. A smart phone application was available for children as a means of providing education on how poor diet can affect teeth and to provide a method of entertaining children in the waiting area.

Involvement in decisions about care and treatment

The practice gave patients clear information to help them make informed choices. Patients confirmed that staff listened to them, did not rush them and discussed options for treatment with them. Dentists described the conversations they had with patients to satisfy themselves they understood their treatment options.

Patients told us staff were kind and reassuring when they were in pain, distress or discomfort and put them at ease.

The practice's website and information leaflet provided patients with information about the range of treatments available at the practice. These included general dentistry and treatments for gum disease and more complex treatment such as root canal treatments.

Staff used various methods to discuss and explain treatment options such as photographs, radiograph images and models of the teeth and mouth.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Responding to and meeting patients' needs

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

The practice had an efficient appointment system and worked flexibly to respond to patients' needs. Staff told us that patients who requested an urgent appointment were seen the same day. Patients commented that staff made them feel comfortable and relaxed. The practice had undergone a period of staff change within the last six months. Patients had commented that there was a lack of consistency in seeing the same dentist. Staffing levels had improved and the practice was working towards ensuring that patients had the opportunity to see the same dentist.

Staff told us that they currently had some patients for whom they needed to make adjustments to enable them to receive treatment and to encourage confidence in visiting the dentists. Staff were alerted to any nervous patients and consideration given to the ways in which information was communicated in order to provide reassurance. Patients frequently commented that the dentists had reassured them to the extent that they no longer had a fear of dentistry and welcomed the appointments required.

Promoting equality

The practice had made reasonable adjustments for patients with disabilities. These included step free access and a hearing loop. An access audit had been completed in line with the Equality Act (2010).

The practice had access to translation services which included Braille. Additionally, staff at the practice spoke six languages, Russian, Urdu, Lithuanian, Greek, Hindi and Polish; and could therefore translate for patients.

Access to the service

The practice displayed its opening hours in the premises, on their website and in their information leaflet.

We confirmed that the practice kept cancellations to a minimum.

Patients needing emergency dental treatment when the practice was not open contacted the dentists or were referred to the NHS 111 service. Telephone numbers were available on the practice answerphone. Patients confirmed they could make routine and emergency appointments easily.

Concerns & complaints

The practice had a complaints policy providing guidance to staff on how to handle a complaint. This was displayed in the patient waiting area. The practice manager was responsible for dealing with these. Staff told us they would tell the practice manager about any formal or informal comments or concerns straight away so patients received a quick response.

The practice manager told us that they aimed to settle complaints in-house and invited patients to speak with them in person to discuss these. Information was available about organisations patients could contact if not satisfied with the way the practice dealt with their concerns.

We looked at comments, compliments and complaints received within the previous 12 months. These showed the practice responded to concerns appropriately and discussed outcomes with staff to share learning and improve the service.

Are services well-led?

Our findings

Governance arrangements

The practice manager had overall responsibility for the management and clinical leadership of the practice and was responsible for the day to day running of the service. Staff knew the management arrangements.

The practice had policies, procedures and risk assessments to support the management of the service and to protect patients and staff. These included arrangements to monitor the quality of the service and make improvements. Staff had knowledge and understanding of the governance arrangements and were involved in updating these through staff meetings.

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

Leadership, openness and transparency

Leadership at the practice was transparent and feedback from all staff demonstrated that the practice leadership fostered cooperation and teamwork.

Staff were aware of the Duty of Candour requirements to be open, honest and to offer an apology to patients if anything went wrong.

Staff told us there was an open, no blame culture at the practice. They said the practice manager encouraged them to raise any issues and they felt confident they could do this. They told us the practice manager was approachable, would listen to their concerns and act appropriately. The practice manager discussed concerns at staff meetings and it was clear the practice dealt with issues professionally.

The practice held meetings where staff could raise any concerns and discuss clinical and non-clinical updates. Immediate discussions were arranged to share urgent information.

Learning and improvement

The practice had quality assurance processes to encourage learning and continuous improvement. These included

mandatory audits of infection prevention and control and radiography; and additional audits of hand hygiene, referrals, dental care records and prescriptions. Learning points were documented and acted on for the purpose of encouraging improvement.

The practice manager showed enthusiasm and commitment to learning and improvement and valued the contributions made to the team by individual members of staff. All dental nurses, the dental therapist and non-clinical staff had six monthly appraisals. They discussed learning needs and general wellbeing. All dentists took part in peer review activities and had personal development plans in place which were reviewed on a six monthly basis.

Staff told us that they completed mandatory training, including medical emergencies and basic life support, each year. The General Dental Council requires clinical staff to complete continuous professional development. Staff told us that the practice provided support and encouragement for them to increase their learning, skills and for career progression. For example, several nurses had completed training in extended skills such as, for example, taking impressions. This enhanced the service provided by the practice as it freed up dentists' time and enabled a team approach to overall patient care.

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

The practice used several methods to obtain patients' views about the service including a patient satisfaction survey sent via text message, comments cards and an online survey. Results were collated on a monthly basis and shared during staff meetings. The practice had received feedback regarding its lack of a wheelchair accessible toilet. The practice manager told us that consideration had been given to this but due to limitations to the practice premises this was not possible.

Staff were encouraged to give feedback via an open door policy as well as at staff meetings and six monthly appraisals. Staff satisfaction surveys were completed on a yearly basis. As a result of staff feedback steps had been taken to reduce the amount of plastic used within the practice.