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# Cranbrook House Dental Practice

## Inspection Report

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### Overall summary

We carried out this announced inspection on 21 June 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**

Cranbrook House Dental Practice is in Ilford, in the London Borough of Redbridge. The practice provides private dental treatment to adults and children.

The practice is located on the ground floor in purpose-adapted premises. The practice has two treatment rooms, one of which was in use. The practice is located close to public transport services.

# Summary of findings

The dental team includes the principal dentist who owns the practice, a dental hygienist and a dental nurse. The clinical team are supported by a receptionist.

The practice is owned by an individual who is the principal dentist there. They have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the practice is run.

On the day of our inspection we received feedback from 28 patients.

During the inspection we spoke with the principal dentist and the receptionist. We checked practice policies and procedures and other records about how the service is managed.

The practice is open:

Tuesdays and Thursdays between 9.30am and 5.30pm

## **Our key findings were:**

- The practice appeared clean and well maintained.
- The practice had infection control procedures in place.
- 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 practice was providing preventive care and supporting patients to ensure better oral health.
- The appointment system met patients' needs.
- The practice had effective leadership.
- Staff felt involved and supported and worked well as a team.
- The practice asked staff and patients for feedback about the services they provided.
- The practice had arrangements to deal with complaints positively and efficiently.
- The practice had suitable information governance arrangements.

There were areas where the provider could make improvements. They should:

- Review the practice's arrangements for receiving and responding to patient safety alerts, recalls and rapid response reports issued from the Medicines and Healthcare products Regulatory Agency (MHRA) and through the Central Alerting System (CAS), as well as from other relevant bodies, such as Public Health England (PHE).
- Review the practice's protocols to ensure audits of radiography and infection prevention and control are undertaken at regular intervals to improve the quality of the service. Practice should also ensure that, where appropriate, audits have documented learning points and the resulting improvements can be demonstrated.
- Review the practice's protocols for conscious sedation; taking into account the guidelines published by The Intercollegiate Advisory Committee on Sedation in Dentistry in the document 'Standards for Conscious Sedation in the Provision of Dental Care 2015.'

# 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.

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 arrangements for dealing with medical and other emergencies.

There were systems to use learning from incidents and complaints to help them improve. Improvements were needed so that there were arrangements for receiving and responding to patient safety alerts.

No action



### Are services effective?

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

The dentist assessed patients' needs and provided care and treatment in line with recognised guidance. The dental care records we looked at were detailed, complete and included information about treatment and advice provided.

Patients described the treatment they received as excellent, superb and highly recommended. They told us that they were always extremely happy with the care and treatment that they received.

The practice very occasionally provided treatment using conscious sedation. Improvements were needed so that all staff undertook training including in immediate life support (ILS).

The dentist discussed treatment with patients so they could give informed consent.

The practice had arrangements when patients needed to be referred to other dental or health care professionals. There were systems to ensure that referrals were monitored suitably.

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 28 people. Patients were positive about all aspects of the service the practice provided. They told us staff were friendly, welcoming, helpful and understanding. We were told that staff treated patients with care and respect.

No action



# Summary of findings

They said that they were given detailed explanations about dental treatment, and said their dentist listened to them. Patients commented that all members of staff made them feel at ease, especially when they were anxious about visiting the dentist.

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

The practice had arrangements to obtain the views of patients and used these to improve where indicated the level of patient satisfaction.

## 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 they were experiencing dental pain.

Staff considered and took into account patients' different needs and had made reasonable adjustments to accommodate patients who may need additional support.

The practice could make arrangements to help patients with sight or hearing impairment and those did not speak or understand English.

The practice took patients views seriously. They valued compliments and suggestions from patients and had arrangements to respond 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 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 had a range of policies and procedures to underpin the day to day management of the service.

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. Improvements were needed so that these audits were carried out frequently in line with current guidelines.

No action



# Are services safe?

## Our findings

The practice had systems to keep patients safe.

Staff knew their responsibilities if they had concerns about the safety of 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 staff received safeguarding training to an appropriate level depending on their roles within the practice. The principal dentist was the safeguarding lead and they had undertaken additional training. Staff knew about the signs and symptoms of abuse and neglect and how to report concerns to the local safeguarding team and the police as appropriate and notification to the CQC.

Staff demonstrated an understanding and awareness of issues which may render some people more vulnerable such as people with a learning disability or a mental health condition, or who require other support such as with mobility or communication.

The practice had a whistleblowing policy. Staff told us they felt confident they could raise concerns without fear of recrimination.

The dentist used dental dams in line with guidance from the British Endodontic Society when providing root canal treatment. They described to us the methods used to protect the airway in instances where the dental dam was not used, such as for example refusal by the patient. In these instances potential risks and measures to reduce these were documented in the dental care record.

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

The practice had a suitable staff recruitment policy and procedure to help them employ suitable staff. These reflected the relevant legislation. We checked the recruitment records for each of the four members of staff. These showed the practice followed their recruitment procedure. Appropriate procedures and checks including where relevant employment references and Disclosure and Barring Services (DBS) checks and evidence of each candidate's skills and experience were carried out for all staff.

We noted that the dental team were qualified and registered with the General Dental Council (GDC) and had professional indemnity cover. There were systems in place to monitor this.

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

The practice had a fire safety procedure. This was kept under review. Staff undertook training in fire safety awareness and staff we spoke with were aware of the fire safety procedures in the practice. Records showed that fire detection and firefighting equipment such as fire extinguishers were regularly tested and serviced.

The practice had suitable arrangements to ensure the safety of the radiography equipment. They met current radiation regulations and had the required information in their radiation protection file. Clinical staff completed continuing professional development (CPD) in respect of dental radiography.

We saw evidence that the dentist justified, graded and reported on the radiographs they took.

The principal dentist carried out a radiography audit in January 2018. The results of this audit were reviewed and used to monitor and improve the quality of dental radiography.

The principal dentist acknowledged that these audits should be carried out more frequently following current guidance and legislation.

### Risks to patients

The practice's health and safety policies, procedures and these were up to date and accessible to staff to help manage potential risk.

The practice had employer's liability insurance.

We looked at the practice's arrangements for safe dental care and treatment. The practice had arrangements to manage risks associated with use and disposal of dental sharps in line with current legislation. There were arrangements to assess and mitigate risks associated with the use and disposal of dental sharps.

# Are services safe?

The provider had a system in place to ensure that 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.

The practice had policies and procedures in place to assist staff to respond promptly and appropriately to medical emergencies. The staff team demonstrated that they understood and followed these procedures. Staff completed training in emergency resuscitation and Basic Life Support (BLS) every year.

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

A dental nurse worked with the dentist when they treated patients in line with GDC Standards for the Dental Team. A risk assessment was in place for when the dental hygienist worked without chairside support.

The provider had arrangements to minimise the risk that can be caused from substances that are hazardous to health. There were records maintained of all hazardous materials used at the practice and staff had access to information to protect them and guide them on how to act in the event of accidental exposure to hazardous substances.

The practice 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 (HTM01-05) published by the Department of Health. Staff were aware of and followed these procedures. Staff completed infection prevention and control training and received updates as required.

The practice had suitable arrangements for transporting, cleaning, checking, sterilising and storing instruments in line with HTM01-05. The records showed equipment used by staff for cleaning and sterilising instruments were validated, maintained and used in line with the manufacturers' guidance. There were arrangements to ensure that suitable number of dental instruments available to treat patients and measures were in place to ensure that dental instruments were cleaned and sterilised appropriately.

The practice had in place systems and protocols to ensure that any dental laboratory work was disinfected prior to being sent to a dental laboratory and before the dental laboratory work was fitted in a patient's mouth.

The practice had procedures to reduce the possibility of Legionella or other bacteria developing in the water systems. A Legionella risk assessment was in place and this was reviewed annually. The results of the most recent assessment showed that the practice was following recommended protocols. We saw records of water testing and dental unit water line management were in place.

The practice had arrangements for cleaning clinical and non-clinical areas and there were cleaning schedules in place. There were arrangements to monitor these. The practice appeared clean when we inspected and patients confirmed that this was usual. Patients commented that the practice was always clean and hygienic.

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

The practice carried out infection prevention and control audits annually. The latest audit showed the practice was meeting the required standards. Improvements were needed so that these audits were carried out twice a year in line with current guidelines.

## **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 principal 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 managed in a way that kept patients safe. Dental and other records were complete, detailed and kept securely. Information handling processes at the practice were in compliance with General Data Protection Regulations requirements (GDPR) (EU) 2016/679.

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**

# Are services safe?

The practice had reliable systems for appropriate and safe handling of medicines. These systems included arrangements to check stock medicines to ensure that they were available, stored securely and monitored to minimise risk of misuse.

The principal dentist was aware of current guidance with regards to dispensing and prescribing medicines.

## **Track record on safety**

The practice had a good safety record.

The practice had arrangements to report and investigate safety incidents should these occur. Staff were aware of these and their responsibilities to report any concerns. These arrangements included procedures to monitor and review various aspects in relation to safety. These procedures helped the practice to understand risks and gave a clear, accurate and current picture that led to safety improvements.

Staff told us that there had been no safety incidents in the previous 12 months.

## **Lessons learned and improvements**

There were suitable systems for reviewing and investigating when things went wrong. The practice learned and shared lessons, identified themes and took action to improve safety in the practice. Staff were aware of safety incidents which are reportable to external organisations including those that must be reported to the CQC.

Improvements were needed to the system for receiving and acting on safety alerts. The dentists who we spoke with were unaware of the arrangements and could not tell us about any recent relevant safety alerts or recalls.



# Are services effective?

(for example, treatment is effective)

## Our findings

### Effective needs assessment, care and treatment

The practice had systems to keep the dental practitioners up to date with current evidence-based practice. We noted that clinicians assessed needs and delivered care and treatment in line with current legislation, standards and guidance supported by clear clinical pathways and protocols.

The practice offered dental implants. These were placed by the principal dentist who had undergone appropriate post-graduate training in implant surgery. The provision of dental implants was in accordance with national guidance.

### 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 practice had procedures in place so that high concentration fluoride toothpaste was prescribed if a patient's risk of tooth decay indicated this would help them. The principal dentist told us that where applicable they discussed smoking, alcohol consumption and diet with patients during appointments. Details of these conversations and the advice given to patients were recorded within the patients dental care records.

Patients with more severe gum disease were recalled at more frequent intervals to review their compliance and to reinforce home care preventative advice.

A dental hygienist worked at the practice one day each month to provide advice and treatment.

The dentist and the dental hygienist provided patients with oral health and dietary advice.

### Consent to care and treatment

The practice team understood the importance of obtaining and recording patients' consent to treatment. The dentists described to us the discussions they had with patients about treatment options, risks and benefits which were discussed with patients so they could make informed decisions and consent to their treatment. Patients told us they were provided with detailed information and explanations in relation to their proposed treatments.

The practice's consent policy included information about the Mental Capacity Act 2005. The principal dentist understood their responsibilities under the act when treating adults who may not be able to make informed decisions. The practice consent policy also referred to the Gillick competence by which a child under the age of 16 years of age can consent for themselves. The staff were aware of the need to consider this when treating young people under 16 years of age.

### Monitoring care and treatment

The principal dentist described to us how they assessed patients' treatment needs and this was 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.

The practice could offer conscious sedation for patients who were nervous or those who needed complex or lengthy treatment. This was carried out by a visiting sedationist who had undertaken training to an appropriate level. The principal dentist had also undertaken training in conscious sedation.

These were mostly in accordance with guidelines published by the Royal College of Surgeons and Royal College of Anaesthetists in 2015.

The practice's systems included checks before and after treatment, emergency equipment requirements, medicines management and sedation equipment checks. They also included patient checks and information such as consent, monitoring during treatment, discharge and post-operative instructions.

The staff assessed patients appropriately for sedation. The dental care records showed that patients having sedation had important checks carried out first. These included a detailed medical history; blood pressure checks and an assessment of health using the American Society of Anaesthesiologists classification system in accordance with current guidelines.

The records showed that staff recorded important checks at regular intervals. This included pulse, blood pressure, breathing rates and the oxygen saturation of the blood.

The principal dentist told us that conscious sedation was last carried out at the practice in 2017.



# Are services effective?

(for example, treatment is effective)

The principal dentist told us that before any further conscious sedation was offered all staff would undertake sedation training including immediate life support (ILS) with airway management.

## **Effective staffing**

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

There were arrangements in place to provide a period of induction based on a structured programme to newly appointed staff to help familiarise themselves with the practice policies, procedures and protocols.

There were arrangements in place to review performance and discuss staffs' individual training and development needs. We saw completed personal development and how the practice addressed the training requirements of staff.

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

The practice had procedures for when they referred patients to in primary and secondary care if they needed treatment the practice did not provide.

There were systems and processes 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.

The practice had arrangements in place to monitor urgent and routine referrals to make sure they were dealt with promptly.

# Are services caring?

## Our findings

### **Kindness, respect and compassion**

Staff had access to practice policies and were aware of their responsibility to respect people's diversity and human rights.

We saw that staff treated patients respectfully and appropriately and the receptionist was friendly and helpful towards patients at the reception desk and over the telephone.

We received feedback from 28 patients who commented positively that staff were welcoming, caring, helpful and friendly.

Patients said staff were understanding particularly when treating nervous patients and children.

### **Privacy and dignity**

The practice respected and promoted patients' privacy and dignity.

Staff were aware of the importance of privacy and confidentiality. The layout of the reception and waiting area was open-plan in design and staff were mindful of this when assisting patients in person and on the telephone. Staff told us that if a patient asked for more privacy they would take them into another room. 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 be involved in decisions about their care. The dental team were aware of the requirements of the Equality Act.

- Language interpretation services could be accessed, if required, for patients who did not speak or understand English.

The practice gave patients clear information to help them make informed choices. This included information about the dental team, the range of range of treatments available at the practice, costs of treatment and arrangements for booking appointments.

A range of information leaflets and posters provided additional information for patients.

The dentist described to us the methods they used to help patients understand treatment options discussed. These included for example photographs, models, X-ray images and an intra-oral camera

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

### Responding to and meeting people's needs

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

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

Staff told us that they currently had some patients for whom they needed to make adjustments to enable them to receive treatment. A Disability Access audit was carried out and kept under review in order to continually improve access for patients. The practice had made reasonable adjustments for patients with disabilities. There was step free access to the treatment rooms and accessible toilet facilities with hand rails.

### Timely access to services

Patients were able to access care and treatment from the practice within an acceptable timescale for their needs. The practice displayed its opening hours in the practice. Patients can make appointments in person or by telephone.

Staff told us that patients who requested an urgent appointment were, where possible, seen on the same day.

The principal dentist told us that they offered late evening appointments if required for emergency dental treatments. Patients told us they had enough time during their appointment and did not feel rushed.

The practice answerphone provided telephone numbers for patients needing emergency dental treatment during the working day and when the practice was not open.

### Listening and learning from concerns and complaints

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

The practice had a complaints policy providing guidance to staff on how to handle a complaint. The practice information leaflet explained how to make a complaint.

The principal dentist was responsible for dealing with complaints. Staff we spoke with told us that they reported any complaints made promptly so patients received a quick response.

Information was available about organisations patients could contact if they were not satisfied with the way the practice dealt with their concerns.

There were arrangements to ensure that comments and suggestions made by patients were reviewed and used to improve the services provided. The principal dentist told us that there had been no complaints about the practice within the previous 12 months.

# Are services well-led?

## Our findings

### Leadership capacity and capability

The practice had arrangements in place to help ensure that they had the capacity and skills to deliver their aims and goals to provide high quality, patient focused care. There were arrangements in place to review patient and service demands and plans to ensure that the practice had the capacity to meet these.

Staff told us the principal dentist was supportive and approachable. They told us that they were aware of the leadership arrangements within the practice and that these worked well.

The practice had systems and procedures in place which underpinned the management and the delivery of the service. These were reviewed and updated as required and accessible to staff.

### Vision and strategy

The practice had a clear vision which was reflected in its policies, procedures and the day-to-day management of the service. The principal dentist told us that they aimed to offer a flexible patient focused service and to develop long term relationships based on trust and sincerity and always provide dental care and treatment that was in the patient's best interest.

There were arrangements to share relevant information with staff through a range of practice meetings and informal discussions and staff could contribute to how the practice vision and strategy was delivered.

### Culture

The practice had a culture of openness, transparency and candour and there were policies and procedures in place to support this. These were in accordance with compliance with the requirements of the Duty of Candour.

Staff stated they felt involved, supported and valued. They told us that they were very happy to work at the practice. The practice had arrangements to support staff and to ensure that behaviour and performance were consistent with the practice's vision and values.

Staff we spoke with told us they were able to raise concerns and were encouraged to do so. They had confidence that any concerns would be addressed.

### Governance and management

The principal dentist was responsible for the clinical leadership of the practice and the day to day running of the service. There were processes for identifying and managing risks, issues and performance.

The practice had a system of clinical governance in place. This included policies, protocols and procedures that were accessible to all members of staff.

There was a system for monitoring and reviewing various aspects of the service as part of an annual quality assurance programme. These included clinical and non-clinical audits in areas including safety and risk, infection control, dental care records and dental radiography procedures.

### Appropriate and accurate information

The practice had information governance arrangements and staff were aware of the importance of these in protecting patients' personal information. The practice was aware of and had systems in relation to the General Data Protection Regulation (GDPR) requirements. Patients were told how information about them would be used and were assured of the measures in place to protect this information.

### Engagement with patients, the public, staff and external partners

The practice used patient satisfaction surveys to obtain patients' views about the service. The practice gathered feedback from staff through regular meetings, reviews and informal discussions. Staff were encouraged to offer suggestions for improvements to the service and said these were listened to and acted on.

### Continuous improvement and innovation

There were arrangements to review staff appraise staff performance, and to support all members of staff to develop their skills, knowledge and experience.

Staff completed 'highly recommended' and continuing professional development training as per General Dental Council professional standards. This included undertaking medical emergencies and basic life support training annually. Staff told us the practice provided support and encouragement for them to do so.