

Newcastle and Wallsend Dental Practice Partnership Mydentist - Welbeck Road - Walker

Inspection Report

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Overall summary

We carried out an announced comprehensive inspection on 22 March 2016 to ask the practice the following key questions; Are services safe, effective, caring, responsive and well-led?

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

The practice is owned by Newcastle and Wallsend Dental Practice Partnership which is part of the IDH Group Limited trading as Mydentist.

The practice offers primary care dentistry provided by the NHS. There are five surgeries, two of which are located on the ground floor.

The practice is open Monday from 8am to 5.30pm, Tuesdays from 8am to 7.30pm, Wednesday and Thursdays from 8am to 6pm, Fridays from 8.30am to 4.30pm and Saturdays from 8am to 1pm.

There are five dentists, seven dental nurses (two of whom are trainees) and a practice manager.

The partnership is the registered provider for the practice. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the practice is run.

Summary of findings

We received feedback from patients about the service via 16 Care Quality Commission comment cards. The feedback was positive about the service they had received.

Our key findings were:

- There was an effective complaints system.
- Staff had received safeguarding training, knew how to recognise signs of abuse and how to report it.
- There were sufficient numbers of suitably qualified staff to meet the needs of patients.
- Staff had been trained to manage medical emergencies.
- Infection control procedures were in accordance with the published guidelines.
- Patient care and treatment was planned and delivered in line with evidence based guidelines and current regulations.
- Patients received clear explanations about their proposed treatment, costs, benefits and risks and were involved in making decisions about it.
- Patients were treated with dignity and respect and their confidentiality was maintained.
- Patients could access routine treatment and urgent care when required.
- The practice was well-led, staff felt involved and supported and worked well as a team.
- The governance systems were effective.
- The practice sought feedback from staff and patients about the services they provided.

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 effective systems and processes in place to ensure all care and treatment was carried out safely. For example, there were systems in place for infection prevention and control, clinical waste control, the management of medical emergencies and dental radiography.

Staff had received training in safeguarding patients and knew how to recognise the signs of abuse and how to report them. Staff had also received training in infection control. There was a decontamination room and guidance for staff on effective decontamination of dental instruments.

Staff were appropriately recruited and suitably trained and skilled to meet patients' needs and there were sufficient numbers of staff available at all times. Staff induction processes were in place and had been completed by new staff.

We reviewed the legionella risk assessment which was dated November 2015, and no concerns were identified.

Are services effective?

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

Consultations were carried out in line with good practice guidance from the National Institute for Health and Care Excellence (NICE). For example, patients were recalled after an agreed interval for an oral health review, during which their medical histories and examinations were updated and any changes in risk factors noted.

New patients underwent an assessment of their oral health and were asked to provide a medical history. This information was used to plan patient care and treatment. Patients were offered a choice of treatments and were advised of the associated risks and benefits. Patients were provided with a written plan which detailed the treatments considered and agreed, together with the fees involved.

Patients were referred to other specialist services where appropriate in a timely manner.

Staff were registered with the General Dental Council (GDC) and maintained their registration by completing the required number of hours of continuing professional development (CPD) activities.

Are services caring?

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

Staff explained that enough time was allocated in order to ensure that the treatment and care was fully explained to patients in a way which patients understood.

Comments on the completed CQC comment cards we received included statements from patients saying staff were friendly, professional and caring.

The practice had procedures in place for respecting patients' privacy, dignity and providing compassionate care and treatment. If a patient needed to speak to a receptionist confidentially they could speak to them in the surgery or in a private room.

Are services responsive to people's needs?

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

Summary of findings

Patients could access routine treatment and urgent care when required. The practice offered daily access for patients experiencing dental pain which enabled them to receive treatment quickly.

The practice had good access to help patients with mobility requirements to access care.

The practice had a process which was available to support any patients who wished to make a complaint. The process described the timescales involved for responding to a complaint and who was responsible in the practice for managing them.

Are services well-led?

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

Staff were supported through training and offered opportunities for development.

Staff reported the practice manager was approachable and they felt supported in their roles and were freely able to raise any issues or concerns with them at any time. The culture within the practice was seen by staff as open and transparent. Staff told us they enjoyed working there.

The practice regularly sought feedback from patients in order to improve the quality of the service provided.

The practice undertook various audits to monitor its performance and help improve the services offered. The audits included infection control, X-rays, clinical examinations and patients' dental care records.

The practice held regular staff meetings which were minuted and gave everybody an opportunity to openly share information and discuss any concerns or issues which had not already been addressed during their daily interactions.

Mydentist - Welbeck Road - Walker

Detailed findings

Background to this inspection

The inspection was carried out on 22 March 2016 and was led by a CQC inspector. The inspection team also included a dental specialist advisor.

The methods that were used to collect information at the inspection included interviewing staff, observations and reviewing documents.

During the inspection we spoke with two dentists, two dental nurses, the practice manager and a regulation manager from Mydentist. We reviewed policies, procedures, and other records relating to the management of the service.

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 therefore formed the framework for the areas we looked at during the inspection.

Are services safe?

Our findings

Reporting, learning and improvement from incidents

The practice had policies and procedures in place to investigate, respond to and learn from significant events and complaints. Staff were aware of the reporting procedures in place and encouraged to raise safety issues to the attention of colleagues and the partners.

Staff understood the process for accident and incident reporting including their responsibilities under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). The practice manager told us any accident or incidents were discussed at practice meetings or whenever they arose. The practice manager told us the policies and procedures were updated regularly or whenever any changes were required by colleagues at Mydentist head office and staff were advised of any changes.

The practice used a complaints policy and processes. The policy set out how complaints and concerns would be investigated and responded to. This was in accordance with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. The registered manager told us that any learning from the complaints was shared at practice meetings.

The practice manager was fully aware of practice's responsibilities under the duty of candour and explained that the practice had a duty of candour policy which all staff were aware of and their individual responsibilities under it.

The practice manager told us they received alerts by email from the Medicines and Healthcare products Regulatory Agency (MHRA), the UK's regulator of medicines, medical devices and blood components for transfusion, responsible for ensuring their safety, quality and effectiveness. Relevant alerts were discussed with staff, action taken as necessary and the alerts were stored for future reference.

Reliable safety systems and processes (including safeguarding)

The practice had child and vulnerable adult safeguarding policies and procedures in place. They included the contact details for the local authority safeguarding team, social services and other relevant agencies. The practice manager was the lead for safeguarding. All staff were trained to level two in respect of safeguarding children. The lead role

included providing support and advice to staff and overseeing the safeguarding procedures within the practice. We saw all staff had received safeguarding training in vulnerable adults and children within the previous 12 months to our visit. Staff we spoke with demonstrated their awareness of the signs and symptoms of abuse and neglect. They were also aware of the procedures they needed to follow to address safeguarding concerns and were confident if they raised any concerns they would be followed up appropriately by the practice manager.

The dentists told us they routinely used a rubber dam when providing root canal treatment to patients. The dentists who use a rubber dam were following the guidance issued by the British Endodontic Society. A rubber dam is a small square sheet of latex (or other similar material if a patient is latex sensitive) used to isolate the tooth operating field to increase the efficacy of the treatment and protect the patient.

We saw that the practice regularly audited their patients' dental care records. The records showed that the patient's dental care records were completed in accordance with the Faculty of General Dental Practice (FGDP) guidance – part of the Royal College of Surgeons that aims to promote excellent standards in primary dental care. For example, they record medical histories had been updated prior to each treatment; soft tissue examinations, diagnosis and consent. They also including other information such as alerts generated by the dentists to remind them a patient had a condition which required additional care and advice.

The practice had a whistleblowing policy which staff were aware of. Staff told us they felt confident they could raise concerns about colleagues without fear of recriminations.

The practice manager told us that a fire drill took place in January 2016. We saw that the fire extinguishers were checked regularly and the fire alarms were checked weekly.

Medical emergencies

The practice had procedures in place for staff to follow in the event of a medical emergency and staff had received training in basic life support including the use of an Automated External Defibrillator (An AED is a portable electronic device that analyses life threatening irregularities of the heart including ventricular fibrillation and is able to deliver an electrical shock to attempt to restore a normal heart rhythm).

Are services safe?

The practice kept medicines and equipment for use in a medical emergency. These were fully in line with the 'Resuscitation Council UK' and British National Formulary guidelines. All staff knew where the emergency items were kept. We saw the practice kept records which indicated the emergency equipment, emergency oxygen and the AED were checked daily. We checked the emergency medicines and found they were of the recommended type and were in date.

The practice manager told us that in addition to the annual medical emergency training staff practice simulated medical emergencies every three months.

Staff recruitment

We saw the practice followed its recruitment policy when employing new staff. This included obtaining proof of their identity, checking their skills and qualifications, registration with relevant professional bodies and taking up references. We reviewed two recruitment files which confirmed that the processes had been followed.

We saw all staff had been checked by the Disclosure and Barring Service (DBS). The DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.

We saw all the dentists and dental nurses had personal insurance or indemnity cover in place. This cover helps ensure patients are able to claim any compensation to which they might be entitled should the circumstances arise. In addition, there was employer's liability insurance which covered employees working at the practice which in date at the time of our inspection.

Monitoring health & safety and responding to risks

The practice had undertaken a number of risk assessments to cover the health and safety concerns that might arise in providing dental services generally and those that were particular to the practice. There was a Health and Safety policy which included guidance on fire safety, manual handling and dealing with clinical waste. We saw that the Health and Safety policy was updated in March 2016.

The practice had maintained a Control of Substances Hazardous to Health (COSHH) folder. The practice had a system to update the folder. COSHH was implemented to protect workers against ill health and injury caused by exposure to hazardous substances - from mild eye irritation through to chronic lung disease. COSHH requires

employers to eliminate or reduce exposure to known hazardous substances in a practical way. We saw the practice manager through Mydentist had a system in place to regularly update their records which included receiving COSHH updates and changes to health and safety regulations and guidance. This and other measures were taken to reduce the likelihood of risks of harm to staff and patients.

Infection control

The practice had an infection prevention and control policy which was reviewed regularly. A nurse was lead for infection control. We saw from the staff training records all staff had received training in infection control within the last 12 months.

The practice had a dedicated decontamination room that was set out according to the Department of Health's guidance, Health Technical Memorandum 01- 05 (HTM 01-05), decontamination in primary care dental practices. All clinical staff were aware of the work flow in the decontamination room from the 'dirty' to the 'clean' areas. There was a separate hand washing sink for staff, in addition to two separate sinks for decontamination of dental instruments. The procedure for cleaning, disinfecting and sterilising the instruments was clearly displayed to guide staff. Staff told us that they wore appropriate personal protective equipment when working in the decontamination room and when treating patients and this included disposable heavy duty gloves, aprons and protective eye wear.

We found instruments were being cleaned and sterilised in line with published guidance (HTM01-05). A dental nurse spoke knowledgeably about the decontamination process and demonstrated they followed the correct procedures. For example, instruments were examined under illuminated magnification and sterilised in an autoclave. Sterilised instruments were correctly packaged, sealed, stored and dated with an expiry date. For safety, instruments were transported between the surgeries and the decontamination room in lidded boxes.

We saw records which showed the equipment used for cleaning and sterilising had been maintained and serviced in line with the manufacturer's instructions. Appropriate records were kept of the decontamination cycles of the autoclaves to ensure they were functioning properly.

Are services safe?

All staff were aware of the designated 'clean and 'dirty' areas within the surgeries.

We saw the practice had completed infection prevention and control audit every six months. We saw the results of the March 2016 audit, they achieved 99%. The practice produced an action plan to address the area that needed attention, which it had addressed.

There were adequate supplies of liquid soap and paper hand towels in the decontamination room and surgery, and a poster describing proper hand washing techniques was displayed above the hand washing sinks. Paper hand towels and liquid soap were also available in the patient toilet.

We saw that the sharps' bins were being used correctly and located appropriately in the surgeries. Clinical waste was stored securely for collection. The registered provider had a contract with an authorised contractor for the collection and safe disposal of clinical waste.

The recruitment files we reviewed showed all clinical staff had received inoculations against Hepatitis B. It is recommended that people who are likely to come into contact with blood products or are at increased risk of needle-stick injuries should receive these vaccinations to minimise risks of acquiring blood borne infections. New members of staff new to healthcare had received the required checks as stated in the Green book, chapter 12, Immunisation for healthcare and laboratory staff.

The practice had policies and procedures for dealing with needle-stick injury and other sharps injuries.

We reviewed the legionella risk assessment report dated November 2015. There were no concerns identified. Legionella is a term for particular bacteria which can contaminate water systems in buildings. The practice undertook regular tests of their waterlines. These and other measures were taken to increase the likelihood of any contamination being detected early and treated.

Equipment and medicines

We saw that Portable Appliance Testing (PAT) (PAT is the term used to describe the examination of electrical

appliances and equipment to ensure they are safe to use.) was undertaken annually and had taken place in May 2015. The practice displayed fire exit signage and had fire extinguishers available that had been serviced annually.

We saw maintenance records for equipment such as autoclaves, compressors and X-ray equipment which showed they were serviced in accordance with the manufacturers' guidance. The regular maintenance ensured that the equipment remained fit for purpose.

The local anaesthetics were stored appropriately. Other than local anaesthetics and emergency medicines, no medicines were kept at the practice.

Radiography (X-rays)

The practice had a radiation policy. The X-ray equipment was located in each of the surgeries and X-rays were carried out safely and in line with the rules relevant to the practice and type and model of equipment being used.

We reviewed the practice's radiation protection file. This contained a copy of the local rules which stated how the X-ray machine in each surgery needed to be operated safely. The local rules were displayed in each of the surgeries. The file also contained the name and contact details of the Radiation Protection Advisor.

We saw the dentists and clinical staff were up to date with their continuing professional development training in respect of dental radiography. The practice also had a maintenance log which showed that the X-ray machines had been serviced regularly. The practice manager told us they undertook regular X-ray audits. We saw the results of the February 2016 audit. The audit was in accordance with the Faculty of General Dental Practice (FGDP). The audits showed the X-rays were justified, graded and reported upon and the X-ray was recorded within the dental care record. The results were good and within the guidelines.

We saw the X-ray machines were fitted with a rectangular collimator. A rectangular collimator decreases the amount of radiation the patient is exposed to.

Are services effective?

(for example, treatment is effective)

Our findings

Monitoring and improving outcomes for patients

New patients to the practice were asked to complete a medical history form which included their health conditions, current medication and allergies prior to their consultation and examination of their oral health with the dentist. The practice recorded the medical history information on the patient's electronic dental care records for future reference. In addition, the dentists told us they discussed patients' life styles and behaviours such as smoking and drinking and where appropriate offered them health promotion advice. This was recorded in the patient's dental care records. We saw from the dental care records we looked at that at all subsequent appointments patients were always asked to review their medical history form. This ensured the dentists were aware of the patients' present medical condition before offering or undertaking any treatment.

The dentists told us they always discussed the diagnosis with their patients and, where appropriate, offered them any options available for treatment and explained the costs. We saw from the dental care records these discussions took place and the options chosen and fees were also recorded.

Patients' oral health was monitored through follow-up appointments and these were scheduled in line with the National Institute for Health and Care Excellence (NICE) recommendations.

Patients requiring specialist treatments that were not available at the practice were referred to other dental specialists. The practice logged all their referrals and had a process to monitor their progress and follow them up if necessary. Patients' oral health was then monitored at the practice after the patient had been referred back to the practice. This helped ensure patients had the necessary post-procedure care and satisfactory outcomes.

Health promotion & prevention

The patient reception and waiting areas contained a range of information that explained the services offered at the practice. Staff told us they offered patients information about effective dental hygiene and oral care in the surgeries.

The practice manager advised us they offered patients oral health advice and provided treatment in accordance with

the Department of Health's guidance 'The Delivering Better Oral Health' toolkit. Treatments included applying fluoride varnish to teeth. Fluoride treatments are a recognised form of preventative measures to help protect patients' teeth from decay. The dental care records we reviewed confirmed this.

Staffing

We saw all relevant staff were currently registered with their professional bodies. Staff were encouraged to maintain their continuing professional development (CPD) to maintain, update and enhance their skill levels. Completing a prescribed number of hours of CPD training is a compulsory requirement of registration for all clinical staff.

Staff training was monitored and recorded by the practice manager. Records we reviewed showed all staff had received training in basic life support, infection control and safeguarding children and vulnerable adults. All staff were engaged in the Mydentist group training programme. The programme ensured that staff were up to date with their mandatory training and additional training required by the Mydentist group.

The practice manager told us they undertook staff appraisals quarterly and gave staff time to prepare for them. The practice manager and staff thought the appraisals were useful.

Staff also told us they worked very well as a team and covered for each other when colleagues are absent for example, because of sickness or holidays. In addition, the practice was able to seek support from other local practices within the Mydentist group.

Working with other services

The dentists explained they would refer patients to other dental specialists when necessary including referrals for minor oral surgery and orthodontic treatment when required. The referrals were based on the patient's clinical need. In addition, the practice followed the two week referral process to refer patients for screening for malignancy.

Consent to care and treatment

Staff demonstrated an awareness of the Mental Capacity Act (MCA) 2005 and its relevance to their role. The MCA provides a legal framework for acting and making decisions on behalf of adults who may lack the capacity to make

Are services effective?

(for example, treatment is effective)

particular decisions. The dentists demonstrated how they would obtain consent from patients who they thought would experience difficulty in providing consent. This was consistent with the provisions of the MCA.

Staff explained how they interacted with children to ensure children understood the treatments offered and consent was appropriately received from the child, a parent or guardian.

Staff ensured patients gave their consent before treatment began. Staff informed us verbal consent was always sought prior to any treatment. In addition, the advantages and disadvantages of the treatment options and the appropriate fees were discussed before treatment commenced. Patients were given time to consider and make informed decisions about which option they preferred. Staff were aware patient consent could be withdrawn at any time.

Are services caring?

Our findings

Respect, dignity, compassion & empathy

The practice had procedures in place for respecting patients' privacy, dignity and providing compassionate care and treatment. If a patient needed to speak to a receptionist confidentially they would speak to them in the surgery or in a private room.

Staff we spoke with understood the need to maintain patients' confidentiality. There was a lead for information governance with the responsibility to ensure patient confidentiality was maintained and patient information was stored securely. We saw that patient dental care

records, both paper and electronic were held securely. Patients' electronic care records were password protected and regularly backed up to secure storage. Any paper documentation was stored in locked cabinets.

Involvement in decisions about care and treatment

The dentists we spoke with understood the principles of the Gillick competency and used it. This is used to help assess whether a child has the maturity to make their own decisions and to understand the implications of those decisions about their care and treatment. For patients with disabilities or in need of extra support, staff told us they would be given as much time as was needed to provide the treatment required.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Responding to and meeting patients' needs

Information displayed in the reception and waiting areas described the range of services offered to patients and opening times. Information was also available explaining the practice's complaints procedure.

The opening times were: Monday from 8am to 5.30pm, Tuesday from 8am to 7.30pm, Wednesday and Thursday from 8am to 6pm, Friday from 8.30am to 4.30pm and Saturday 8am to 1pm.

We found the practice had an efficient appointment system in place to respond to patients' needs. Staff told us patients who requested an urgent appointment would be seen the same day or within 24 hours.

Tackling inequity and promoting equality

Two of the surgeries were located on the ground floor with step free access for patients with mobility issues. There was also a hearing loop facility available for patients who might require it.

We saw the practice had an equality and diversity policy and staff had received equality and diversity training within

the last 12 months. Staff told us patients were offered treatment on the basis of clinical need. The practice had access to a translation service for patients with English as a second language and may require assistance.

Access to the service

Patients could access the service in a timely way by making their appointment either in person, over the telephone. When treatment was urgent, patients would be seen on the same day. For patients in need of urgent care out of the practice's normal working hours they were directed by answerphone message to the NHS 111 service who would then direct them to the relevant out of hours' dental service for treatment.

Concerns & complaints

The practice had received four complaints in the last year and we found there was an effective system in place which helped ensure a timely response. The practice manager explained that they were supported by colleagues at head office when dealing with complaints. A central log was maintained to monitor the progress and outcomes of complaints. Any learning points arising from complaints was shared with staff. The complaints procedure was displayed in the waiting room. The practice had received one complaint in the last 12 months. We saw that it had been managed appropriately.

Are services well-led?

Our findings

Governance arrangements

The practice had comprehensive governance arrangements in place such as various policies and procedures for monitoring and improving the services provided for patients. For example, there was a recruitment policy, safety policy and an infection control policy. The policies and procedures were provided by Mydentist. Staff were advised of any changes to existing policies and procedures and any new ones published. Staff would then sign to indicate that they had read them. Staff we spoke with were aware of their roles and responsibilities within the practice.

We saw the results of the X-ray, patient dental care record and infection prevention and control audit. All action plans and learning outcomes were in place to continuously improve the procedures and reduce future risks.

Leadership, openness and transparency

There was an open culture at the practice which encouraged candour and honesty. Staff told us it was a good practice and they felt able to raise any concerns with each other and the practice manager. They were confident any issues would be appropriately addressed. Staff also told us they worked very well together and supported each other.

The practice manager and staff were fully aware of their responsibilities under the duty of candour.

Learning and improvement

The practice maintained records of staff training which showed all staff were up to date with their mandatory training. We also saw the practice encouraged additional training which was undertaken by some staff. Staff confirmed this and said they were given sufficient training to undertake their roles and given the opportunity for additional training. We saw training was accessed through a variety of sources including formal courses and informal in house training provided by Mydentist.

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

The practice was participating in the NHS Friends and Family Test (FFT). The FFT is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. We saw the results of the test for the period January to March 2016. There were 14 responses; 12 stated it was extremely likely, and two stated it was likely that they would recommend the practice to family and friends.

We saw the practice held regular practice meetings which were minuted and gave everybody an opportunity to share information and discuss any concerns or issues which had not already been addressed during their daily interactions.