

Mr. Gordon Shaw

Gordon Shaw Dental Practice

Inspection Report

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Overall summary

We carried out an announced comprehensive inspection on 11 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

Gordon Shaw Dental Practice provides private dental treatment to adults and NHS treatment to patients aged under 18 (up to the age of 19 years for students in full time education). The principal dentist employs two associate dentists, three hygienists, a practice manager, four dental nurses, a trainee dental nurse, and a receptionist.

The practice is located in the village of Pampisford and operates from a one storey building. There is car parking available at the front of the building. There are three treatment rooms, a decontamination room for cleaning, sterilising, and packing dental instruments, a reception and waiting area, and a staff room. There is a secure garage providing additional storage space.

The practice is open Monday from 8am to 6.15pm and Tuesday to Friday from 8am to 5.00pm. Appointments are available on Saturday from 9am to 12pm.

The principal dentist is the registered manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. 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.

We received feedback from 22 patients. Feedback reflected positive comments about the staff and the

Summary of findings

services provided. Patients commented that the practice was clean and tidy; they found the staff very friendly and efficient, and felt the quality of the dentistry to be excellent.

The practice was providing care which was safe, effective, caring, responsive, and well-led in accordance with the relevant regulations.

Our key findings were:

- Staff knew the processes to follow in order to raise any concerns regarding safeguarding of children and vulnerable adults.
- Staff had been trained to deal with medical emergencies and appropriate medicines and life-saving equipment were readily available and accessible.
- Infection control procedures were in place and staff had access to personal protective equipment. However, the practice needed to review the policy for dealing with needle stick injuries to ensure staff were kept safe.

- Patients' care and treatment was planned and delivered in line with evidence based guidelines and current legislation.
- Patients received clear explanations about their proposed treatment and its costs, benefits, and risks and were involved in making decisions about them.
- Patients were treated with dignity and respect and their confidentiality was maintained.
- The appointment system met the needs of patients and waiting times were kept to a minimum.
- The practice staff felt involved in the running of the practice and worked as a team.

There were areas where the provider could make improvements and should:

- Review the practice's sharps procedures giving due regard to the Health and Safety (Sharp Instruments in Healthcare) Regulations 2013.

Review the current legionella risk assessment and implement the required actions including the monitoring and recording of water temperatures, giving due regard to the guidelines issued by the Department of Health - Health Technical Memorandum 01-05.

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 in place to ensure all care and treatment was carried out safely.

Staff had received training in safeguarding vulnerable adults and children, and they could describe the signs of abuse and were aware of the external reporting process. Staff were suitably trained and skilled to meet patients' needs and there were sufficient numbers of them available at all times.

Infection control procedures were in place and staff had received training. Radiation equipment was suitably sited and operated by trained staff only. Emergency medicines in use at the practice were stored safely and checked to ensure they did not go beyond their expiry dates. Sufficient quantities of equipment were in use at the practice and this was serviced and maintained at regular intervals

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 guidance from the National Institute for Health and Care Excellence (NICE). Patients received a comprehensive assessment of their dental needs including taking a medical history. Information was given to patients in a way they understood and the risks, benefits and options available were explained to them.

Staff were supported through training, and opportunities for development. Patients were referred to other services in a timely manner.

Staff gave evidence through case studies of their ability to manage vulnerable patients.

Are services caring?

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

Patients were treated with dignity and respect and their privacy was maintained. Patient information and data was handled confidentially. We saw that treatment was clearly explained and patients were provided with treatment plans. Patients with urgent dental needs or pain were responded to in a timely manner, usually on the same day.

Are services responsive to people's needs?

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

Appointments were easy to book and the practice offered extended opening on one evening and Saturday morning each week to meet the needs of those who could not attend during normal opening hours. The practice offered appointment slots each day enabling responsive and efficient treatment of patients with urgent dental needs.

The dentists provided out of hours cover for both private and NHS patients.

There was a clear complaints procedure and information about how to make a complaint was displayed in the waiting area.

Are services well-led?

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

Summary of findings

The practice had a number of policies and procedures to govern activity and communicated with the team effectively. There were systems in place to monitor and improve quality and identify risk. Staff had received inductions, and regular performance reviews. The practice team were an integral part of the management and development of the practice.

The practice collated and acted on feedback from patients.

Gordon Shaw Dental Practice

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the practice was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

The inspection took place on 11 March 2016 and was conducted by a CQC inspector and a specialist dental advisor.

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.

Prior to the inspection we asked the practice to send us some information which we reviewed. This included the complaints they had received in the last 12 months, their latest statement of purpose, the details of their staff members, their qualifications, and proof of registration with their professional bodies.

We also reviewed the information we held about the practice and found there were no areas of concern.

During the inspection we spoke with two dentists, a hygienist, a dental nurse, a practice manager, and a receptionist. We reviewed policies, procedures and other documents. We reviewed 22 comment cards that we had left prior to the inspection, for patients to complete, about the services provided at the practice.

Are services safe?

Our findings

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

The practice had systems and processes in place to ensure all care and treatment was carried out safely.

Staff had received training in safeguarding vulnerable adults and children, and they could describe the signs of

abuse and were aware of the external reporting process. Staff were suitably trained and skilled to meet patients' needs and there were sufficient numbers of them available at all times.

Infection control procedures were in place and staff had received training. Radiation equipment was suitably sited and operated by trained staff only. Emergency medicines in use at the practice were stored safely and checked to ensure they did not go beyond their expiry dates. Sufficient quantities of equipment were in use at the practice and this was serviced and maintained at regular intervals

Are services effective?

(for example, treatment is effective)

Our findings

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

Consultations were carried out in line with guidance from the National Institute for Health and Care Excellence (NICE). Patients received a comprehensive assessment of their

dental needs including taking a medical history. Information was given to patients in a way they understood and the risks, benefits and options available were explained to them.

Staff were supported through training, and opportunities for development. Patients were referred to other services in a timely manner.

Staff gave evidence through case studies of their ability to manage vulnerable patients.

Are services caring?

Our findings

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

Patients were treated with dignity and respect and their privacy was maintained. Patient information and data was handled confidentially. We saw that treatment was clearly explained and patients were provided with treatment plans. Patients with urgent dental needs or pain were responded to in a timely manner, usually on the same day.

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

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

Appointments were easy to book and the practice offered extended opening on one evening and Saturday morning

each week to meet the needs of those who could not attend during normal opening hours. The practice offered appointment slots each day enabling responsive and efficient treatment of patients with urgent dental needs.

The dentists provided out of hours cover for both private and NHS patients.

There was a clear complaints procedure and information about how to make a complaint was displayed in the waiting area.

Are services well-led?

Our findings

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

The practice had a number of policies and procedures to govern activity and communicated with the team

effectively. There were systems in place to monitor and improve quality and identify risk. Staff had received inductions, and regular performance reviews. The practice team were an integral part of the management and development of the practice.

The practice collated and acted on feedback from patients.