

General Dental Practice Inspection (Announced)

The Cottage Dental Practice

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1. Introduction

Healthcare Inspectorate Wales (HIW) is the independent inspectorate and regulator of all health care in Wales.

HIW's primary focus is on:

- Making a contribution to improving the safety and quality of healthcare services in Wales
- Improving citizens' experience of healthcare in Wales whether as a patient, service user, carer, relative or employee
- Strengthening the voice of patients and the public in the way health services are reviewed
- Ensuring that timely, useful, accessible and relevant information about the safety and quality of healthcare in Wales is made available to all.

HIW completed an inspection to The Cottage Dental Practice at Rhydowen, Llandysul, Ceredigion, SA44 4QR on 6 July 2016.

HIW explored how The Cottage Dental Practice complied with the Private Dentistry (Wales) Regulations 2008 and the Private Dentistry (Wales) (Amendment) Regulations 2011 and other relevant legislation and guidance.

Dental inspections are announced and we consider and review the following areas:

- Quality of the Patient experience - We speak to patients (adults and children), their relatives, representatives and/or advocates to ensure that the patients' perspective is at the centre of our approach to how we inspect.
- Delivery of Safe and Effective Care - We consider the extent to which services provide high quality, safe and reliable care centred on the person.
- Quality of Management and leadership - We consider how services are managed and led and whether the culture is conducive to providing safe and effective care. We also consider how services review and monitor their own performance against relevant standards and guidance.

More details about our methodology can be found in section 6 of this report.

2. Context

The Cottage Dental Practice provides private only dental services and is based in Llandysul, Ceredigion.

The practice staff team includes 1 dentist, 1 dental nurse and 1 dental therapist, treating approximately 800 patients.

A range of private dental services are provided.

3. Summary

Overall, we found evidence that The Cottage Dental Practice provides safe and effective care to their patients in a pleasant environment with friendly, professional and committed staff.

This is what we found the practice did well:

- Patients we spoke to were very happy with the service provided
- The two staff had worked together since the practice opened and had a very good working relationship and strong commitment to providing a high quality service.
- Clinical facilities are well-equipped, visibly clean and tidy
- There are arrangements in place for the safe use of x-rays
- Dental instruments are cleaned and sterilised appropriately.

This is what we recommend the practice could improve:

- Provide sanitary waste disposal and a foot operated bin in the toilet
- Use the Wales Deanery infection control audit tool
- Create a practice specific resuscitation policy
- Increase the detail recorded within patient notes.

4. Findings

Quality of the Patient Experience

Overall, we found that this small practice was working hard to provide a high quality experience to their patient population. The dentist and dental nurse had worked together since the practice opened and knew the needs of their patients very well. The feedback we received confirmed that patients are very happy with the service they receive.

Prior to the inspection, we invited the practice to distribute HIW questionnaires to patients to obtain views on the dental services provided. 19 questionnaires were completed and returned to us. Patient comments included:

“Totally satisfied with the service. Always prepared to answer any questions I may have regarding any treatment needed. High standard of hygiene and customer care.”

“Always very helpful and have had a few treatments out of hours with toothache and always seen immediately.”

“Extremely happy with the service provided. Always made me and my family feel welcome. Brilliant with the children. Wouldn’t choose anywhere else.”

Dignified care

We observed staff treating patients in a friendly, caring and professional manner. The patients we spoke with on the day told us that they were very happy with the level of service and patient care and that staff are always very helpful and friendly.

Questionnaire responses were extremely positive and reflected a loyal patient base who are extremely happy with the care they receive from this dentist.

Timely care

The dentist provides an emergency treatment service for her patients. If the dentist cannot provide this cover herself (due to holiday or illness), there is an arrangement for out of hours emergency treatment to be provided by another dental practice nearby.

One of the patients we spoke with on the day told us that staff always kept him fully informed about his appointment and the likelihood of any potential delay, although he also told us that delays were extremely rare.

Staying healthy

There were ample dental health promotion leaflets available at reception which meant patients had access to information which could support them in how to care for their own oral hygiene. Price lists were also clearly on display in the waiting area. The dentist is a Welsh speaker and can therefore provide bilingual Welsh / English treatment.

Individual care

Access to the practice was all at ground level with doorways wide enough to accommodate wheelchair users, with a portable ramp available for use. There was ample car parking available for patients outside the practice.

The practice clearly displayed the name and qualification of the dentist, along with their opening times. The practice emergency number is not on display; however patients are informed of the emergency number on the answerphone.

There was one unisex toilet for use by patients and staff which was clearly signposted and clean. However, no sanitary disposal bin was in place and we also advised that any other bin in this area be foot operated.

Improvement needed:

The practice was advised to ensure a sanitary disposal bin and foot operated bin is provided in the toilet.

The practice did have a procedure in place for dealing with complaints which was clearly displayed in the waiting area. However, the notice did not include the correct details of the registration authority. We brought this to the attention of the staff who amended the policy and display during our visit.

We discussed the practice's mechanism for actively seeking patient feedback; which has previously been done on an ad hoc basis, however the dentist and dental nurse have been developing a questionnaire which they plan to send out when each set of six monthly appointment letters are issued. This will ensure that all patients are asked for their feedback on a regular basis.

Delivery of Safe and Effective Care

We found evidence of a well run dental service where there is a strong commitment to providing high quality treatment. High standards of infection control and decontamination practice are in place and these help to ensure safe care for patients.

We identified some improvements needed to the level of detail recorded within patient records.

Safe care

The practice was clutter free and well maintained throughout. There was a waste disposal contract in place which ensured that all waste generated through dental treatment was appropriately handled.

Fire extinguishers were in place throughout the building and were serviced regularly under the fire equipment maintenance contract that the practice have in place. Directions for the emergency exits were clearly displayed. Small portable appliances were tested appropriately and at regular intervals to ensure they were safe for use. The Health and Safety poster was clearly on display by reception.

Decontamination of dental instruments was done within the surgery and we were satisfied that the arrangements in place were as effective and appropriate as they could be considering this is a one surgery dental practice with no separate decontamination room. Within the surgery there was a designated area for cleaning and sterilisation and we found that the procedures in place for cleaning, sterilisation and storage of instruments were in line with latest best practice guidelines. The log book in which the practice recorded their daily maintenance of sterilisation equipment was very well organised and an example of good practice. The practice had audited their infection control and decontamination procedures but had not used the tool supported by the Wales Deanery. We recommend that they use this as it is aligned to Welsh Health Technical Memorandum 01-05 (WHTM 01-05) which is the standard for decontamination and infection control practices in dental surgeries in Wales.

Improvement needed

Use the Wales Deanery audit tool for decontamination and infection control

We looked at the emergency drugs and emergency equipment held at the practice for use in the event of a patient collapse. All medication was in date

and there was a well organised system whereby each medication was kept together with the specific instructions for its use and in what circumstances. There was a system to ensure that medication was replaced and not kept past its' expiry date, we suggested that this could be made easier by recording all expiry dates in one location and also recording the weekly check that is carried out.

Both the dentist and dental nurse had up to date CPR and first aid training. There was no defibrillator in the practice but as a rural area, there are ambulance first responder staff living within the local community and a community defibrillator a short distance from the practice itself. The practice and practice staff are an integral part of the local community and confident in the arrangements that are in place in the event of an emergency. However there was no resuscitation policy in place setting out the procedure that they follow and we advised that this be created.

Improvement needed

Create a resuscitation policy outlining the procedure to be followed in the event of an emergency (patient collapse)

There was a policy in place for both adult safeguarding and for child protection. The dentist and dental nurse also had up to date training in both areas. In addition to holding copies of All Wales safeguarding policies and their own practice level policy, the dental nurse had spent time establishing local contacts and procedures which had been placed in a prominent place within the surgery for ease of use in the event that it should be needed. The safeguarding arrangements were well organised and thought out and are to be commended.

The one surgery was large, spacious and well equipped. All radiological equipment was maintained and in good working order. The arrangements we saw confirmed that it was operated safely and serviced regularly. The dentist and dental nurse had up to date training in radiological protection.

Effective care

We examined a sample of patient records and noted that more detail needed to be recorded in respect of the care and treatment that had been provided and recommended.

We discussed the improvements needed which included the need to document the consent obtained from patients; discuss and note a patient's social history including alcohol consumption and smoking; cancer screening and justification for x-rays. We also recommended that latest guidelines for recall are reviewed and that this is also consistently documented within the notes.

Improvement needed

Ensure that patient records include details of consent, a record of alcohol consumption and smoking status, cancer screening. X-ray justification should be consistently noted and recall guidelines reviewed and documented.

Quality of Management and Leadership

We found evidence that this is a very well run service with a strong commitment to providing high quality and attention to detail despite the relative small size of the practice.

We saw that the dental practitioner had a valid Disclosure and Barring Service (DBS) check, a professional registration certificate and indemnity cover.

We confirmed that all relevant staff were registered with the General Dental Council and the dentist name and qualification was clearly on display. The dentist's HIW certificate was on display as required by the Private Dentistry (Wales) Regulation 2008.

We saw comprehensive records relating to Hepatitis B immunisation status for clinical staff working at the practice.

We saw that the dentist and dental nurse had accessed a wide variety of training; meeting and exceeding CPD requirements with the number of hours committed through attending training sessions. They told us that they value the opportunity to engage with other dental professionals at training sessions and are always keen to learn and to keep abreast of latest developments in dentistry.

5. Next Steps

This inspection has resulted in the need for the dental practice to complete an improvement plan (Appendix A) to address the key findings from the inspection.

The improvement plan should clearly state when and how the findings identified at The Cottage Dental Practice will be addressed, including timescales.

The action(s) taken by the practice in response to the issues identified within the improvement plan need to be specific, measureable, achievable, realistic and timed. Overall, the plan should be detailed enough to provide HIW with sufficient assurance concerning the matters therein.

Where actions within the practice improvement plan remain outstanding and/or in progress, the practice should provide HIW with updates to confirm when these have been addressed.

The improvement plan, once agreed, will be published on HIW's website and will be evaluated as part of the ongoing dental inspection process.

6. Methodology

Any dentist working at the practice who is registered with HIW to provide private dentistry will be subject to the provisions of the Private Dentistry (Wales) Regulations 2008¹ and the Private Dentistry (Wales) (Amendment) Regulations 2011². Where appropriate we consider how the practice meets these regulations, as well as the Ionising Radiation Regulations 1999, the Ionising Radiation (Medical Exposure) Regulations 2000 and any other relevant professional standards and guidance such as the GDC Standards for the Dental Team.

During the inspection we reviewed documentation and information from a number of sources including:

- Information held by HIW
- Interviews of staff including dentists and administrative staff
- Conversations with nursing staff
- Examination of a sample of patient dental records
- Examination of practice policies and procedures
- Examination of equipment and premises
- Information within the practice information leaflet and website (where applicable)
- HIW patient questionnaires.

At the end of each inspection, we provide an overview of our main findings to representatives of the dental practice to ensure that they receive appropriate feedback.

Any urgent concerns that may arise from dental inspections are notified to the dental practice and to the health board via an immediate action letter. Any such findings will be detailed, along with any other recommendations made, within Appendix A of the inspection report.

¹ <http://www.legislation.gov.uk/wsi/2008/1976/contents/made>

² <http://www.legislation.gov.uk/wsi/2011/2686/contents/made>

Dental inspections capture a snapshot of the application of relevant regulations at the practice visited on the day of the inspection.

Appendix A

General Dental Practice: Improvement Plan

Practice: The Cottage Dental Practice

Date of Inspection: 6 July 2016

Page Number	Improvement Needed	Regulation / Standard	Practice Action	Responsible Officer	Timescale
Quality of the Patient Experience					
6.	The practice was advised to ensure a sanitary disposal bin and foot operated bin is provided in the toilet	Regulation 14 (1) (d)	Contract now in place with Initial Washrooms, just awaiting delivery of sanitary bin.	Sarah Jones	01/09/2016
Delivery of Safe and Effective Care					
7.	Use the Wales Deanery audit tool for decontamination and infection control.	Regulation 14 (1) (b)	Contact made with Wales Deanery. Spoke to Nicola Dempsey with reference to WHTM01-05 audit of compliance. Email received with details and registration form.	Sarah Jones	26/08/2016

Page Number	Improvement Needed	Regulation / Standard	Practice Action	Responsible Officer	Timescale
8.	Create a resuscitation policy outlining the procedure to be followed in the event of an emergency (patient collapse)	Regulation 14 (1) (d)	Resuscitation Policy in place.	Ann Jones Sarah Jones	08/09/2016
9.	Ensure that patient records include details of consent, a record of alcohol consumption and smoking status, cancer screening. X-ray justification should be consistently noted and recall guidelines reviewed and documented.	Regulation 14 (1) (b)	Full medical and social history has always taken at every examination appointment. Treatment planning and consent signed when necessary. A template is now in place to ensure all details are accurately recorded in patients' clinical notes.	Ann Jones	Improvements made since inspection.
Quality of Management and Leadership					
	No recommendations made				

Practice Representative:

Name (print): ...M. Ann Jones.....

Title: Dentist.....

Date: 09/09/2016.....