

## Accessible Orthodontics LLP

# Thame

## Inspection Report

St Andrew's Court  
Wellington Street  
Thame  
OX9 3WT  
Tel: 01865 202705  
Website: [www.accessible-orthodontics.co.uk](http://www.accessible-orthodontics.co.uk)

Date of inspection visit: 25/07/2017  
Date of publication: This is auto-populated when the report is published

### Overall summary

We carried out this announced inspection on 25 July 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions.

We planned the inspection to check whether the registered provider was meeting the legal requirements in the Health and Social Care Act 2008 and associated regulations.

The inspection was led by a CQC inspector who was supported by a specialist dental adviser.

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

Accessible Orthodontics (LLP) is situated in Thame and provides treatment to NHS eligible patients.

There is level access for people who use wheelchairs and those with pushchairs. Car parking spaces, including one for patients with a disabled persons parking badge is available at the front of the practice.

The dental team includes the practice manager, two specialist orthodontists, one orthodontic therapist, two dental nurses, one clinical manager, and one receptionist. The practice has two treatment rooms.

# Summary of findings

The practice is owned by a partnership and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager.

The registered manager at Accessible Orthodontics (LLP) is one of the partners.

On the day of inspection we collected 51 CQC comment cards filled in by patients and obtained the views of five other patients. This information gave us a positive view of the practice.

The practice is open 8.30am to 5.30pm Monday to Friday.

## **Our key findings were:**

- The practice appeared clean and well maintained.
- The practice had infection control procedures which reflected published guidance.
- Staff knew how to deal with emergencies. Appropriate medicines and life-saving equipment were available.
- The practice had systems to help them manage risk.
- The practice had suitable safeguarding processes and staff knew their responsibilities for safeguarding adults and children.
- The practice had thorough staff recruitment procedures.
- The clinical staff provided patients' care and treatment in line with current guidelines.
- Staff treated patients with dignity and respect and took care to protect their privacy and personal information.
- The appointment system met patients' needs.
- The practice had effective leadership. Staff felt 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 a procedure in place to deal with complaints.

# Summary of findings

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Are services safe?

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

The practice had systems and processes to provide safe care and treatment. They told us they would learn from incidents and complaints to help them improve.

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

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

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

The practice had suitable arrangements for dealing with medical and other emergencies.

No  
action  


### Are services effective?

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

The specialist orthodontists assessed patients' needs and provided care and treatment in line with recognised guidance. Patients described the treatment they received as professional, courteous and safe.

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

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

No  
action  


### Are services caring?

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

We received feedback about the practice from 56 people. Patients were positive about all aspects of the service the practice provided. They told us staff were knowledgeable, charming and professional.

They said that they were informed of the plan and progress of their treatment, appointments were punctual and said their specialist orthodontist listened to them. Patients commented that they made them feel at ease, especially when they were anxious about visiting the specialist orthodontist.

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

No  
action  


### Are services responsive to people's needs?

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

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

Staff considered patients' different needs. This included providing facilities for disabled patients and families with children.

No  
action  


# Summary of findings

The practice had access to telephone interpreter services and had arrangements to help patients with hearing loss. The practice did not have arrangement in place for the provision of sign language or braille interpreting. We have since been provided evidence to confirm this has been addressed.

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

## **Are services well-led?**

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

The practice had arrangements to ensure the smooth running of the service. These included systems for the practice team to discuss the quality and safety of the care and treatment provided. There was a clearly defined management structure and staff felt supported and appreciated.

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

The practice monitored clinical and non-clinical areas of their work to help them improve and learn. This included asking for and listening to the views of patients and staff.

**No  
action**  


Accessible Orthodontics (TJV) Ltd

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#### Are services caring?

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#### 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

Accessible Orthodontics (TJV) is situated in Thame and provides private treatment to patients of all ages.

# Summary of findings

There is level access for people who use wheelchairs and those with pushchairs. Car parking spaces, including one for patients with a disabled persons parking badge is available at the front of the practice.

The dental team includes the practice manager, two specialist orthodontists, one orthodontic therapist, two dental nurses, one clinical manager, and one receptionist. The practice has two treatment rooms.

The practice is owned by a dental practice company and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager.

The registered manager at Accessible Orthodontics (TJV) Ltd - Thame is one of the directors.

On the day of inspection we collected 51 CQC comment cards filled in by patients and obtained the views of five other patients. This information gave us a positive view of the practice.

The practice is open 8.30am to 5.30pm Monday to Friday.

## Our key findings were:

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

Staff considered patients' different needs. This included providing facilities for disabled patients and families with children.

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