

CEDAR HOUSE ORTHODONTIC PRACTICE

CEDAR HOUSE, ALBION ROAD, NORTHWICH, CHESHIRE CW9 5EH
TEL. 01606 47234

Statement of Purpose

In accordance with the Requirements of The Health and Social Care Act 2008
(Regulated Activities) Regulations 2014

| 1. Provider's name and legal status | | | | | | |
|--|--|--|-------------|--|--------------|---------------------------------------|
| Full name¹ | Cedar House Orthodontic Practice Limited | | | | | |
| CQC provider ID | 1-5526953030 | | | | | |
| Legal status¹ | Individual | | Partnership | | Organisation | <input checked="" type="checkbox"/> x |

| 2. Provider's address, including for service of notices and other documents | |
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| Business address² | Albion Road |
| Town/city | Northwich |
| County | Cheshire |
| Post code | CW9 5EH |
| Business telephone | 01606 47234 |
| Electronic mail (email)³ | admin@cedarhouseortho.co.uk |

Our Aims

Cedar House is a purpose built, single storey orthodontic practice with 3 surgeries and disabled access. It was originally established over 40 years ago in response to the demands of the local General Dental Practitioners to provide specialist orthodontic treatment for the local population and successfully retained it's contract during the re-procurement of Orthodontic services

It aims to provide the best possible quality specialist orthodontic treatment for our referred patients within a confidential and safe environment through effective collaboration and teamwork.

We aim to show our patients courtesy and respect at all times irrespective of ethnic origin, religious belief, personal attributes or the nature of the health problem. We take into account the wishes and aspirations of both the patients and, where appropriate, their parents/guardians. The aspirations and wishes of the patients and their parents/carer are discussed at informed consent visits which form part of the routine treatment planning within the practice.

We involve and collaborate in multidisciplinary team work including referral to other specialist services, general dental practitioners and other allied healthcare professionals to improve the care of our patients

The practice aims to provide the best possible treatment outcome for its patients with outcomes scored against both the Peer Assessment rating (PAR) and The Index of Orthodontic Treatment Need (IOTN). Both of these indices are nationally recognised.

The service aims to achieve the maximum benefit to patients by increasing their self esteem and an increase in their psychological and social wellbeing alongside a measurable increase in their dental health.

Our Objectives

We ensure that all members of the team have the right skills and training to carry out their duties competently, and they have opportunities to discuss and learn from problems or issues that arise at any time.

We encourage our patients to get involved in the practice and their treatment. Patient Satisfaction Surveys are carried out bi-annually and the results used to make any changes to the service necessary. These surveys are supplemented by the Friends and Family questionnaires, the results of which are submitted monthly to NHS England.

We promote good oral health and general well being to our patients through education and information.

The practice is a member of the British Dental Association 'Good Practice Scheme'. It adheres to the Clinical Governance and Quality Control recommendations recommended therein. It is compliant with relevant legislation and policy

CQC service user bands

- Children aged 4-12
- Children aged 13-18
- Patients with a physical disability
- People with an eating disorder
- Learning difficulties or autistic disorder

Services provided

- Dental services limited to Orthodontics

Regulated Activities carried out at this location

- Treatment of disease, disorder or injury

- Diagnostic and screening procedures
- Orthodontics

Name, Address and Contact Details of the Service Providers

Cedar House Orthodontic Practice
 Albion Road
 Northwich
 Cheshire
 CW9 5EH
 0160647234

Staff

| Name | Role | GDC number |
|-----------------|-----------------------|------------|
| Maria Brindley | Orthodontist | 70967 |
| Nichola Price | Orthodontist | 66217 |
| James Cooper | Orthodontist | 73012 |
| Michelle Prew | Orthodontic Therapist | 149002 |
| Colette Grecian | Office Administrator | 142036 |
| Audrey Millar | Receptionist | |
| Jayne Renton | Receptionist | |
| Zoe Gaffney | Nurse | 125250 |
| Melanie Buckley | Nurse | 150698 |

| | | |
|------------------|-------|--------|
| Gillian Newsham | Nurse | 132571 |
| Jessica Pearce | Nurse | 282921 |
| Charlotte Walker | Nurse | 325379 |

Facilities and Service Delivery at the Practice

- 3 surgery single storey ground floor practice
- Wheelchair access
- Large waiting room for patients and parent/guardian
- Patients are seen on a referral basis using FDS central triage
- FDS hold the patient waiting list
- All patients are seen on an appointment only basis
- The practice is a no smoking environment
- All major credit and debit cards are accepted
- There is no car parking for patients available at the practice but multiple free car parks are in the vicinity and within a short walk
- Northwich is well serviced by buses and trains from the surrounding areas
- We care about providing the right treatments for each individual patient, therefore all treatments and procedures are only carried out after fully discussing the treatment options with both patients and parent/guardian
- All consultations are carried out in person by a qualified Orthodontist. All records are kept in the patients notes.
- We ensure that information provided to patients is accurate and verbal information is supplemented with Patient Information Leaflets where appropriate

- Patients have the right to make their own decisions regarding treatment and all options will be discussed at the Consultation appointment including the pros and cons of treatment
- We explain the procedures to the patient and give both the patient and parent/guardian the opportunity to ask any questions.
- Written consent from a parent/guardian will be obtained prior to any treatment commencing
- Treatment plans will be sent to the referring GDP along with requests for any extractions required prior to treatment
- Any laboratory support is provided by Thermadent Dental Laboratory, 61 Bursough Street, Ormskirk, L39 2EL
- The practice obtains patient feedback via the Friends and Family Test, the results of which are submitted monthly. We also do an internal bi-annual patient satisfaction survey.
- The privacy and dignity of patients is respected at all times. The practice has a policy of patient confidentiality and all information and records are kept safe and confidential.
- The practice has a complaints procedure which is available from reception or on the website. Mrs Brindley is the nominated Complaints Officer
- The practice also has a Privacy Policy and transparency statement available from reception or on the website

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| 1. Manager's full name | Mrs Maria Justine Brindley |
|-------------------------------|----------------------------|

| 2. Manager's contact details | |
|--|---|
| Business address | Cedar House Orthodontic Practice Albion Road |
| Town/city | Northwich |
| County | Cheshire |
| Post code | CW9 5EH |
| Business telephone | 0160647234 |
| Manager's email address¹ | |
| mariabrindley@hotmail.co.uk | |

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| <u>Key changes from last Review</u> | Change of e mail address (page 1) |
| | Staff changes (page 4) |

Date of Issue May 2025

Date of Review May 2026