

General Dental Practice Inspection (Announced)

91 Dental Care, Mold

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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 91 Dental Care at 91 High Street, Mold, Flintshire, CH7 1BQ on 9 January 2017.

HIW explored how 91 Dental Care 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

91 Dental Care, Mold provides private only dental services and is based in Mold, Flintshire.

The practice staff team includes 2 dentists and 3 dental nurses.

A range of private dental services are provided.

3. Summary

Overall, we found evidence that 91 Dental Care 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:

- The practice is committed to providing a positive experience for patients and patients we spoke to were very happy with the service provided.
- Staff were polite, caring and listened to patients.
- Patients were provided with enough information to make an informed decision about their treatment and we saw evidence that patients were satisfied with the treatment and service received.
- The practice had a system in place for seeking the views of patients.
- Clinical facilities were well-equipped, visibly clean and tidy and well organised.
- Excellent clinical patients records are kept.
- High standards of infection control and decontamination process in place.
- Systems for governance and monitoring the quality of the service against the requirements of the regulations are in place.
- Policies and procedures regularly reviewed with version controls.

4. Findings

Quality of the Patient Experience

Overall, we found that this practice was working hard to provide a high quality experience to their patient population. The dentists and dental nurses have worked together for many years and know 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. 22 questionnaires were completed and returned to us. Patient comments included:

“In my opinion this practice is exceptionally good. The staff take time and trouble to put me at ease and from the outset I have felt very safe in their hands. I have mobility difficulties and need to take time climbing stairs, and I never feel that I am being rushed in any way. [Named staff] always makes sure I am ready before he begins. The ambience is calm and relaxed and very reassuring. I am never treated as ‘just another patient’ but I feel that I am a partner in my care and treatment. I have recommended the practice to two friends, both of whom are also very happy with their care”

“Always friendly and helpful. The whole team are very welcoming and approachable. Every part of my treatment is explained in full. The best practice I have ever attended by far”

“I have full confidence in 91 dental Care. The team are highly professional and the treatment I have received has been of the highest standards. I have been referred to specialists by 91 Dental Care for more detailed dental and gum treatments and I always feel confident that the care and treatment I receive from 91 Dental Care is impossible to beat. They deserve full recognition for their professional standards”

“91 Dental Care deserves particular merit for their sensitive handling of anxious patients. The atmosphere is calm and unhurried but I am always seen promptly. [Staff name] and [Staff name] always listen to my concerns and issues. I am not made to feel embarrassed because of those concerns. They are not a problem to the practice and they work with me at my pace so the work can be carried out. As a result of this approach, most of these concerns are not concerns anymore!”

Dignified care

All patients stated they were very satisfied with the care and treatment they had received at the practice and felt very welcomed by all staff. We also observed the warm, friendly and professional approach adopted by all staff towards the patients.

Timely care

The practice tries to ensure that dental care is always provided in a timely way. Of the twenty two questionnaires completed, only one patient had ever experienced any minor delay. All patients stated that they knew how to access out of hours dental services.

Staying healthy

There was ample dedicated dental health promotion information available 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 reception and the waiting area.

Individual care

Responses from patients' questionnaires showed that all patients felt they were given enough advice about their individual treatment and were very happy with the service they received. Patients told us that they are always made to feel very welcome. It was evident from the questionnaires that staff always take time to listen to patients and advise them about any concerns or questions they may have.

The practice clearly displayed the name and qualification of the dentists, along with their opening times and out of hour's details.

There was one unisex toilet for use by patients and one unisex staff toilet, both of which were clearly signposted and very clean. We advised the practice to consider replacing one bin in the staff toilet with a foot operated bin. The practice confirmed that they did this immediately following our visit.

We saw that the practice had a complaints procedure in place which was clearly displayed in reception and the waiting area. The procedure for making a complaint was also covered in the 'practice Information' leaflet and is also published on the practice website. We saw evidence that the practice has a system in place to log formal and informal complaints and concerns. At the point of inspection no complaints had been received at the practice.

We discussed the practice's mechanism for actively seeking patient feedback; which the practice does on an annual basis by issuing questionnaires to their patients. We saw the 2016 survey results which were extremely positive and we also saw

evidence that the practice has acted upon and used the feedback to influence changes at the practice.

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.

Safe care

We found that the practice was being run with the intention of meeting the Private Dentistry (Wales) Regulations 2008 and the Private Dentistry (Amendment) Regulations 2011 and other relevant legislation and guidance to ensure the health, safety and welfare of patients and staff. The practice provided a clean environment and the surgery was light and airy.

We looked at the clinical facilities in the surgery and found that they contained appropriate equipment for the safety of patients and the dental team. We noted that the surgery was visibly very clean and in excellent condition and had been designed and organised to help the team work efficiently.

All radiological equipment was maintained and in good working order. The arrangements we saw confirmed that it was operated safely and serviced regularly. The dentists and dental nurses had up to date training in radiological protection.

We noted that small portable appliance testing (PAT) was undertaken appropriately and at regular intervals to help ensure they were safe for use. Fire extinguishers were in place throughout the building and were serviced regularly. Directions for the emergency exits were clearly visible and the Health and Safety poster was clearly on display. We found that all chemicals were kept securely and none were left in public areas.

The practice had procedures in place showing how to respond to patient medical emergencies. We saw records that indicated the team had received all relevant training. The emergency drugs were stored securely and immediately available in the event of a medical emergency (patient collapse) at the practice. We saw evidence that an effective system was in place to check the equipment and emergency drugs to ensure they remained in date and ready for use.

The practice had dedicated facilities for the cleaning and sterilisation (decontamination) of dental instruments as recommended by the Welsh Health Technical Memorandum (WHTM) 01-05 and we saw records that showed the practice undertakes audits of infection control on an annual basis.

We could see that the practice had a system in place to manage waste appropriately and safely. Contract documentation was in place for the disposal of hazardous (clinical) and non-hazardous (household) waste. We also saw that the waste had been segregated into the designated coloured bags / containers in accordance with the correct method of disposal.

There was a policy in place for both adult safeguarding and for child protection. All staff also had up to date training in both areas.

All clinical staff had up to date CPR training and one member of staff had been trained in first aid.

Effective care

It was evident that the practice is seeking to continuously improve the service provided. We were able to see that relevant audits had been completed or arranged by the practice.

There was evidence that the practice as a whole is keeping excellent clinical records, demonstrating that care is being planned and delivered to ensure patients' safety and wellbeing.

We examined a sample of patients' records and found that patient care entries contained sufficient information regarding discussions held about treatment options, costs, risks, benefits and how patient consent was obtained. There was also evidence of treatment planning and where required a treatment plan given to patients. The dentists documented that cancer screening and smoking cessation advice had been given.

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. A range of relevant policies and procedures were in place. The staff team appeared happy in their roles and were competent in carrying out their responsibilities.

We found a happy, cohesive staff team whom had worked together for a number of years and were committed to delivering a high quality friendly service to their patients.

We saw completed staff induction folders and these were well planned. All staff had been given access to policies and procedures.

We saw that all staff had accessed a wide variety of training; meeting CPD requirements and we saw evidence of monthly team meetings and annual staff appraisals.

We confirmed that all relevant staff had a valid Disclosure and Barring Service (DBS) check and were registered with the General Dental Council. The dentists' names and qualifications were clearly on display. The dentists' HIW certificate was on display as required by the Private Dentistry (Wales) Regulation 2008 and we saw confirmation of indemnity cover.

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

We reviewed the policies and procedures available at the practice and saw these had been adapted to suit the needs of the practice.

5. Next Steps

This inspection has not resulted in the need for the practice to complete an improvement plan. This report will be published on HIW's website and will be evaluated as part of the ongoing 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 an appendix 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