

General Dental Practice Inspection (announced)

**Abertawe Bro Morgannwg
University Health Board**

West Cross Dental Practice

10 December 2014

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1. Introduction

Healthcare Inspectorate Wales (HIW) completed an announced inspection to West Cross Dental Practice at 54c, Mulberry Avenue, West Cross, Swansea, SA3 5HA within the area served by Abertawe Bro Morgannwg University Health Board on 10 December 2014.

During the inspection we considered and reviewed the following areas:

- Patient experience
- Delivery of Standards for Health Services in Wales
- Management and leadership
- Quality of environment.

2. Methodology

HIW inspections of General Dental Practices seek to establish how well practices meet the standards in *Doing Well, Doing Better: Standards for Health Services in Wales*¹.

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

¹ Doing Well, Doing Better: Standards for Health Services in Wales came into force from 1st April 2010. The framework of standards sets out the requirements of what is expected of all health services in all settings in Wales. www.weds.wales.nhs.uk/opendoc/214438

- Information within the practice information leaflet and website
- 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 will be 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.

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

3. Context

West Cross Dental Practice provides services to patients in the West Cross area of Swansea. The practice forms part of dental services provided within the geographical area known as Abertawe Bro Morgannwg University Health Board. The practice employs a staff team which includes one dentist, two nurses and a receptionist.

A range of services are provided. These include:

- Examinations and advice
- X-rays
- Preventative and Periodontal (gum) treatment
- Fillings
- Extractions
- Crowns , Bridges and Veneers
- Dentures and repairs
- Orthodontic referrals.

4. Summary

HIW explored how West Cross Dental Practice met the standards of care in *Doing Well, Doing Better: Standards for Health Services in Wales*.

Overall, we found the practice was meeting the standards. However, we have asked the practice owner to arrange for the complaints procedure to be updated so it fully reflects the current *Putting Things Right* arrangements.

We felt the practice was being well run. There were relevant policies and procedures in place to guide staff and to ensure care and treatment provided to patients was safe.

People we spoke to told us they were very satisfied with the service provided by the practice.

The practice environment was visibly well maintained both internally and externally.

5. Findings

Patient Experience

People we spoke to told us they were very satisfied with the service provided by the practice.

We have asked the practice owner to arrange for the complaints procedure to be updated so it fully reflects the current *Putting Things Right* arrangements.

We spoke with five people who were attending for treatment on the day of our inspection. Everyone we spoke to told us they were satisfied with the service they had received and were made to feel welcome by staff at the practice.

Comments received included:

'The service is fine!'

'Receptionist was very helpful...'

There was a flexible appointment system in place and patients could book appointments both in advance and on an emergency basis. This meant people could be confident, where they experienced difficulties with their treatment, there was a system in place to try to ensure they were seen again quickly.

Overall, patients told us they had not experienced any delays when waiting to be seen. The patients we spoke to confirmed they were kept informed if the dentist was running late.

Information on how to make a complaint was clearly displayed in the practice waiting room. However, most people we spoke to were not aware of the procedure. Whilst there was a procedure in place for patients to raise concerns (complaints), it incorrectly referred to patients being able to ask for a review by the Independent Review Secretariat. This is out of date and no longer forms part of the current arrangements for handling concerns about NHS care and treatment, commonly known as *Putting Things Right*. This meant we could not be assured patients were informed of their right to refer their complaint to the Public Services Ombudsman for Wales if they were dissatisfied with the response provided by the practice.

Recommendation

The practice owner should review the practice's written complaints procedure so it fully reflects the current Putting Things Right arrangements.

Delivery of Standards for Health Services in Wales

Overall, we found the practice was meeting the standards for health services

We looked at a sample of five patient records and found detailed notes had been made describing the treatment and advice provided by the dentist.

Suitable arrangements were in place for the safe use of radiographic equipment. All mandatory documentation, including those in relation to safety checks, maintenance and testing and staff training was up to date. A suitable system was in place to monitor the quality of X-ray images taken at the practice.

Staff had received training in cardiopulmonary resuscitation and had access to suitable equipment in the event of a patient emergency (collapse) at the practice. However, the practice did not have an automatic external defibrillator² (AED) available to use should a patient suffer a cardiac arrest. The provision of an AED within primary dental practices forms part of the minimum equipment required for cardiopulmonary resuscitation recommended by the Resuscitation Council (UK)³. Therefore, we have recommended the practice owner make suitable arrangements so staff can access and use this equipment safely when required in an emergency.

Recommendation

The practice owner should make suitable arrangements so staff can access and safely use an automatic external defibrillator when required in an emergency.

Emergency drugs at the practice were securely stored and a suitable system was in place to replace drugs that had expired.

² Automatic External Defibrillator – this is a device that can be used to provide an electric shock to the heart of a person in cardiac arrest to restore the heart's normal rhythm.

³ The Resuscitation Council (UK) exists to promote high-quality, scientific, resuscitation guidelines that are applicable to everybody, and to contribute to saving life through education, training, research and collaboration.

We considered the arrangements for the decontamination of instruments used at the practice. Whilst the size and layout of the surgery meant a separate decontamination room was not possible, the arrangements in place were satisfactory. Mandatory records had been maintained and the equipment being used was visibly in good condition. Suitable processes were in place for pre-sterilisation cleaning, sterilisation and storing of instruments.

Audits in respect of infection control had been conducted in accordance with Welsh Health Technical Memorandum (WHTM 01-05)⁴. Hand washing facilities and disposable items were available to reduce the risk of cross infection.

The practice owner told us a contract was in place for the disposal of hazardous waste and the documentation we saw confirmed this. We saw waste had been segregated to indicate correct methods of disposal and these were stored securely whilst waiting to be collected.

⁴ The Welsh Health Technical Memorandum (WHTM 01-05) document provides professionals with guidance on decontamination in primary care practices and community dental practices.

Management and Leadership

We felt the practice was being well run. There were relevant policies and procedures in place to guide staff and to ensure care and treatment provided to patients was safe.

There was one dentist working at the practice and he had overall responsibility for the management of the practice. The staff we spoke to appeared to have a good understanding of their respective roles and responsibilities. They also told us they felt well supported in their roles and had access to training relevant to their role and continuing professional development. We saw records demonstrating staff had attending training.

The practice had a range of relevant policies and procedures with the intention of ensuring patient care and treatment was delivered safely. However, we saw not all of these had been dated when finalised or revised. This meant we could not be assured policies were being regularly reviewed to reflect up to date practice. We highlighted this to the practice owner so appropriate action could be taken.

The practice had a whistleblowing policy and staff confirmed they were aware of the process to follow. Whilst there was a policy in place, staff told us they felt able to raise any work related concerns they may have with the practice owner. Staff also told us practice meetings were held monthly and topics relevant to their work were discussed. We were told the size of the staff team allowed them to speak to each other on a regular basis, facilitating effective communication amongst the team.

We looked at a variety of maintenance certificates and schedules. These confirmed that equipment was inspected in accordance with mandatory requirements. Therefore, staff and patients could be assured there were systems in place to ensure equipment was inspected regularly and maintained to ensure it was fit for purpose.

Quality of Environment

The practice environment was visibly well maintained both internally and externally.

West Cross Dental Practice is a small practice situated in the West Cross area of Swansea. Car parking was available along the road immediately outside the practice premises.

The practice had one surgery and a waiting area, both on the first floor of the premises. The reception was also situated on the first floor. This made it unsuitable for wheelchair users and people with significant mobility problems.

Our observations indicated the size of the waiting area was appropriate given the number of patients attending. This area was clean and tidy and provided a comfortable area where patients could wait to see the dentist. We recommended additional signage was displayed so people could find the reception area more easily. The practice owner agreed to do this.

An out of hours contact number was clearly displayed on the door to the practice. This meant when the practice was closed, patients attending were made aware of a suitable number to contact in an emergency. This number was also obtainable from the practice's answerphone message.

The practice had a staff toilet situated on the first floor, which was visibly clean and contained suitable hand washing equipment to prevent cross infection. This room was also used as a staff changing area.

We observed the practice to be satisfactorily maintained internally and externally. The fire exits were clearly signposted.

We saw health promotion material clearly displayed in the waiting room. This meant patients had access to relevant information to help them care for their own oral hygiene and health. There was also a file containing relevant information about the practice's services.

We looked at the clinical facilities of the surgery and this contained relevant equipment to ensure the safety of patients and staff. Suitable arrangements were in place to protect patients' privacy when receiving treatment at the practice.

Appendix A

General Dental Practice: Improvement Plan

Practice: West Cross Dental Practice

Date of Inspection: 10 December 2014

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
Patient Experience				
7	The practice owner should review the practice's written complaints procedure so it fully reflects the current Putting Things Right arrangements.	Current Putting Things Right literature downloaded, printed and made available for patients.	Andrew Llewellyn	Completed
Delivery of Standards for Health Services in Wales				
8	The practice owner should make suitable arrangements so staff can access and safely use an automatic external defibrillator when required in an emergency.	Resuscitation Officer at Wales Deanery contacted with regards to supplying and demonstrating a defibrillator	Andrew Llewellyn	By March 2015
Management and Leadership				

Page Number	Recommendation	Practice Action	Responsible Officer	Timescale
	-			
	Quality of Environment			
	-			

Practice Representative:

Name (print):Andrew Llewellyn.....

Title:Mr

Signature:

Date:16-01-15.....