

# **General Dental Practice Inspection (Announced)**

## **Llandudno Junction 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 Llandudno Junction Dental Practice at 154 Conway Road, Llandudno Junction, Conwy, LL31 9DU on 31 October 2016.

HIW explored how Llandudno Junction 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

Llandudno Junction Dental Practice provides private only dental services and is based in Llandudno Junction.

The practice staff team includes 2 dentists, 5 dental nurses, 2 hygienists and 1 receptionist. A further therapist / hygienist is due to commence employment at the practice in January 2017.

A range of private dental services are provided.

### 3. Summary

Overall, we found evidence that Llandudno Junction Dental Practice provided safe and effective care. We observed the warm, friendly and professional approach shown towards patients by the dental staff and receptionist. Patients who completed the HIW questionnaires told us that they were very satisfied with the care and treatment they receive at Llandudno Junction Dental Practice.

This is what we found the practice did well:

- Patients we spoke to were happy with the service provided
- Staff we spoke to were happy in their roles and understood their responsibilities
- Clinical facilities were well-equipped, visibly clean and tidy
- Dental instruments were cleaned and sterilised appropriately
- Patients' records were of a high standard

This is what we recommend the practice could improve:

- Consider using disposable mops or install a wall-tidy / brackets for the colour coded mops.

## 4. Findings

### *Quality of the Patient Experience*

***We found evidence that this practice was committed to providing a positive experience for their patients. Comments within HIW patient questionnaires returned to us referred to friendly, caring and professional attitudes of all the practice staff. The care was given in a timely and dignified manner.***

Prior to the inspection, we invited the practice to distribute HIW questionnaires to patients to obtain views on the dental services provided. 20 were completed and returned to us. Patient comments included:

*"I find all staff at the Dental Surgery to be professional and friendly which puts myself and my children at ease. I would highly recommend Llandudno Junction Dental Surgery to anyone in need of regular dental treatment and check ups. The receptionist's are also just as professional and friendly as the dental surgeon and dental nurses are too"*

*"The practice team are always welcoming. The dentist is very aware of my distress when visiting and has made it that I can be positive now when my appointments are due"*

*"Excellent service. Dentist makes me feel relaxed as possible. Explains what he is doing and why, also gives advice"*

*"Have always received first class service from the practice for all family members, hence our family remaining at the practice for 10 years"*

#### Dignified care

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

#### Timely care

The practice tries to ensure that dental care is provided in a timely way. Of the 20 questionnaires completed, six patients had experienced some delays in

being seen by the dentist on the day of the appointment; however it was made clear by the patients that these were very minor delays.

Of the 20 questionnaires, seven patients also told us that they did not know how to access out of hours care. The practice informed us that their out of hour's number is displayed in the window and that the dentists also inform patients after treatment. We suggested that the practice consider other ways of ensuring all patients are aware of the out of hours contact details in case of an emergency.

### Staying healthy

Of the 20 questionnaires completed, 16 patients told us that their language needs were met. There were ample dental health promotion leaflets and datasheets available bilingually at reception and the waiting room which meant patients had access to information on how to care for their own oral hygiene. Price lists were also clearly on display in 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.

We saw that the practice had a complaints procedure in place which was clearly displayed in reception and in the first floor waiting room. The procedure for making a complaint was also stated in the 'Practice Information' leaflet. However, despite these measures, we identified from the questionnaires that more than half the patients stated they did not know how to make a complaint. We suggested that the practice consider other ways of ensuring all patients are aware of how to make a complaint.



## ***Delivery of Safe and Effective Care***

**We found that patients were provided with safe and effective dental care. The surgery contained all relevant equipment and had been designed and organised to help the team work efficiently and was visibly very clean and in good condition. Patients' records were of a high standard.**

### **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 surgeries were light and airy.

We looked at the clinical facilities in the surgeries and found that they contained relevant equipment for the safety of patients and the dental team. We noted that the surgeries were visibly very clean and in good condition. They had also been designed and organised to help the team work efficiently. It was noted during the inspection of the surgeries that some items were left loose in the surgery's drawers, such as prophylaxis cups<sup>1</sup> and applicators and we suggested placing these items in drawer insets.

The practice uses colour coded mops as part of their cleaning regime; however the heads of the mops are touching when stored away, increasing the risk of cross contamination. In order to reduce cross contamination, the practice could consider using disposable mops or installing a wall-tidy or wall brackets for the mops to be stored with the heads separated from each other.

### ***Improvement needed:***

***Consider using disposable mops or install a wall-tidy / brackets for the colour coded mops***

All radiological equipment was maintained and in good working order. The arrangements we saw confirmed that it was operated safely and serviced regularly.

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<sup>1</sup> A deformable rubber cup which flares when applied to a tooth being polished

We noted that portable appliance testing (PAT) had been completed on a biannual basis on all electrical equipment ensuring small appliances were safe to use. Fire extinguishers were in place throughout the building and we saw evidence of a current fire equipment maintenance contract. 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 that 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. In examining these systems, it was noted that one item from the emergency drugs had been misplaced by the practice and this was immediately ordered on the day of our visit for delivery the next day.

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 a 6 monthly 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. In addition, flowcharts are also placed in a prominent place within the surgeries for ease of use in the event that it should be needed.

### 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 by the practice, including infection control, health and safety, patients' records and radiographic audits.

There was evidence that patients records were of a high standard, which demonstrated that care had been planned and delivered to ensure patients' safety and wellbeing.

A sample of fifteen patients records were reviewed, which included records completed by each of the two dentists and one hygienist. Overall, we found that patient care entries contained sufficient information regarding discussions held about treatment options and how patient consent was obtained. There was also evidence of treatment planning.

## *Quality of Management and Leadership*

**We found evidence that this is a very well run service with a strong commitment to providing high quality service.**

Llandudno Junction Dental Practice was established over fifteen years ago. Since being taken over in June 2013 by the current owners, there has been a significant programme of investment into the practice.

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 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 Llandudno Junction 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 2008<sup>2</sup> and the Private Dentistry (Wales) (Amendment) Regulations 2011<sup>3</sup>. 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.

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<sup>2</sup> <http://www.legislation.gov.uk/wsi/2008/1976/contents/made>

<sup>3</sup> <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: Llandudno Junction Dental Practice**

**Date of Inspection: 31 October 2016**

Page Number	Improvement Needed	Regulation / Standard	Practice Action	Responsible Officer	Timescale
<b>Quality of the Patient Experience</b>					
	N/A				
<b>Delivery of Safe and Effective Care</b>					
7	Consider using disposable mops or install a wall-tidy / brackets for the colour coded mops	Regulation 14 (b)	Brackets for the mop heads were ordered immediately following the inspection and have since been mounted.	PJ/HWJ	Completed
<b>Quality of Management and Leadership</b>					
	N/A				



**Practice Representative:**

**Name (print): Paul Jenkins**

**Title: Principal Owner/Dentist**

**Date: 09/12/16**