

Inspection Summary Report

Lakeside Dental Practice

Inspection date: 11 July 2022

Publication date: 10 October 2022



This summary document provides an overview of the outcome of the inspection



Overall, we found that Lakeside Dental Practice offered a friendly, caring and professional service to patients.

We found that staff worked hard to ensure safe and effective care for their patients needs.

Although we found areas where improvements could be made, overall, we were assured of a quality service that promoted oral health.

Note the inspection findings relate to the point in time that the inspection was undertaken.



What we did

Full details on how we inspect the NHS and regulate independent healthcare providers in Wales can be found on our [website](#).

Healthcare Inspectorate Wales (HIW) completed an announced inspection of Lakeside Dental Practice, Cardiff and Vale Health Board on 11 July 2022.

Our team for the inspection comprised of a HIW Inspector and a dental peer reviewer.

This summary version of the report is designed for members of the public.

A full report, which is designed for the setting, and describes all findings relating to the provision of high quality, safe and reliable care that is centred on individual patients can be found on our [website](#).





Quality of Patient Experience

Overall Summary

- We found Lakeside Dental Practice was committed to providing a positive experience for their patients. All the patients who completed a HIW questionnaire rated the service provided by the dental practice as very good or good.
- We observed staff greeting patients in a polite and friendly manner both in person and on the telephone.
- We found there were systems and processes in place to ensure patients were being treated with dignity and professionalism.

What we found this service did well

- We found that the practice promoted confidentiality and saw that sensitive or confidential conversations were treated appropriately and in a private manner
- Patients were treated in a caring and friendly manner within surgeries that preserved their dignity.

Where the service could improve

- The complaints policy should be updated to include the sources of support and advocacy that could be contacted if no agreement can be reached. The information should include the contact details of HIW.



Patients told us:

Patients provided us with the following comments:

"Care and service is excellent. Always takes time to explain the treatment"

"Very friendly, helpful practice. Always makes me feel at ease. It is a pleasure to attend my appointment"

"Have been a patient for years and have always had a great experience, would not want to go elsewhere"

Delivery of Safe and Effective Care

Overall Summary

- Overall, we found the practice was meeting the relevant regulations and standards associated with the health, safety and welfare of staff and patients.
- The practice was well maintained and well equipped to deliver the services and treatments they are registered to deliver. All areas were clean and free from any visible hazards.
- We found there were satisfactory arrangements in place to ensure that X-ray equipment was used appropriately and safely. However, we have recommended the IR(ME)R policy, procedures and protocols are updated and staff read and sign them to evidence their understanding and responsibilities.

What we found this service did well

- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment

- We observed good quality audits being completed, which evidenced any changes that had been made as a result of the audit outcome.



Where the service could improve

- The testing of fire alarms, fire drills and emergency lighting needs to be recorded in line with the practices fire safety policy
- Evidence that the practice is using an ultrasonic performance meter and the information is fully recorded
- The medical emergency policy needs to be reviewed annually
- The IRMER policy, procedures and protocols needs to be updated, shared with staff so they can read them and sign to confirm they understand their role and responsibility
- To complete a record keeping audit

Patients told us:

Patients provided us with the following comments:

“Saturday morning opening would be helpful for those working”

“More toys for kids would be handy”

“I find it difficult to get appointments, so better availability”

Quality of Management and Leadership

Overall Summary

- We observed a staff group that worked well together and were committed to providing a high standard of care for their patients.
- We saw there was a number of policies and procedures in place. However, we have made recommendations to ensure they are updated, shared with staff

to read and sign so they can evidence they understand their role and responsibilities.

- Staff had access to appropriate training opportunities in order to fulfil their professional obligations.

What we found this service did well

- We witnessed staff working well together as part of a team
- We saw an invested registered manager paid for General Dental Council (GDC) registration, indemnity and further courses for dental nurses at the practice in order to further develop their skills, knowledge and expertise

Where the service could improve

- A system to evidence that staff have read and signed the policies and procedures, so they understand their role and responsibilities
- In line with the recruitment policy, ensure two references are obtained for new starters

Next steps

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the appendices of the full inspection report.

When we identify concerns that pose an immediate risk to patient safety we ask the health board to undertake urgent action. These concerns are outlined in the

appendices and outline the action taken by the health board to protect patient safety and approved by us. We also provide a detailed table of improvements identified during the inspection where we require the service to tell us about the actions they are taking to address these areas and improve the quality and safety of healthcare services. In addition we outline concerns raised and acknowledge those resolved during the inspection.

At the appropriate time HIW asks the health board to confirm action has been taken in line with management responses documented in the improvement plan. We also ask health boards to provide documented evidence of action taken and/or progress made.

