

# General Dental Practice Inspection Report (Announced)

Chapel Cottage Dental Practice

Betsi Cadwaladr University Board

Inspection date: 05 September 2022

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# Healthcare Inspectorate Wales (HIW) is the independent inspectorate and regulator of healthcare in Wales

## Our purpose

To check that healthcare services are provided in a way which maximises the health and wellbeing of people

## Our values

We place people at the heart of what we do.  
We are:

- Independent - we are impartial, deciding what work we do and where we do it
- Objective - we are reasoned, fair and evidence driven
- Decisive - we make clear judgements and take action to improve poor standards and highlight the good practice we find
- Inclusive - we value and encourage equality and diversity through our work
- Proportionate - we are agile and we carry out our work where it matters most

## Our goal

To be a trusted voice which influences and drives improvement in healthcare

## Our priorities

- We will focus on the quality of healthcare provided to people and communities as they access, use and move between services.
- We will adapt our approach to ensure we are responsive to emerging risks to patient safety
- We will work collaboratively to drive system and service improvement within healthcare
- We will support and develop our workforce to enable them, and the organisation, to deliver our priorities.



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# 1. 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 Chapel Cottage Dental Practice, Gresford, Wrexham, within Betsi Cadwaladr University Health Board on 05 September 2022.

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

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

This (full) report 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.

A summary version of the report, which is designed for members of the public can be found on our [website](#).

## 2. Summary of inspection

### Quality of Patient Experience

Overall summary:

We found Chapel Cottage 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.

This is what the service did well:

- The practice had arrangements in place to protect the privacy of patients, including dedicated areas for patients to have private conversations with staff
- Patients were treated in a caring and friendly manner within surgeries that preserved their dignity
- Staff continue to record patient responses to their COVID-19 screening questions and we saw staff guiding patients to the appropriate surgeries.

### Safe and Effective Care

Overall summary:

Overall, we found Chapel Cottage Dental 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 provide the services and treatments they are registered to deliver. All areas were clean and free from any visible hazards.

There were satisfactory arrangements in place to ensure that X-ray equipment was used appropriately and safely.

The clinicians were knowledgeable, professional and demonstrated their understanding on where and how to access advice and peer review support.

This is what we recommend the service can improve:

- Review the recording of patients' preferred language choice within clinical records.

This is what the service did well:

- Surgeries refurbished to a high standard
- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- We saw that good quality audits had been completed, which evidenced any changes that had been made as a result of the audit outcome.

## **Quality of Management and Leadership**

Overall summary:

We found Chapel Cottage Dental Practice to have very good leadership and clear lines of accountability.

The day to day management of the practice was the responsibility of the practice manager who we found to be very committed and dedicated to the role.

We observed that the staff team worked very well together and were committed to providing a high standard of care for patients.

Staff had access to appropriate training opportunities in order to fulfil their roles.

This is what the service did well:

- We saw that all staff, clinical and non clinical staff worked very well together as part of a team
- Well maintained staff files.

## 3. What we found

### Quality of Patient Experience

#### Patient Feedback

Before our inspection we invited the practice to hand out HIW questionnaires to patients to obtain their views on the service provided. In total, we received 42 responses. All of the completed questionnaires were from patients who had been at the practice for more than two years. All the patients who completed a questionnaire rated the service provided by the practice as very good or good. Some of the patients did not answer all of the questions.

Some of the comments provided by patients included:

*“Excellent staff, excellent services. Kids always happy to come here!”*

*“I’ve always had great service and a warm welcome”*

*“Very good. I have been with the practice for over 30 years”*

*“Excellent care”*

*“Friendly, efficient”*

Patients were asked in the questionnaires how the setting could improve the service it provides. Some of the comments provided by patients included:

*“Have appointments more readily”*

*“It’s already ideal”*

*“Service always good”*

*“Covers all my requirements”*



## Staying Healthy

### Health Protection and Improvement

We viewed the changes that had been made to the environment of the practice in response to COVID-19. To protect against the risk posed by the virus, we saw alcohol gel dispensers placed at strategic locations throughout the practice. We also noted that a protective glass screen has been installed at reception. Air purifying systems were being used in the surgeries to further reduce transmission.

Social distancing measures were also in place.

Patients told us that, when attending the practice, it was very evident that there were COVID compliant procedures in place.

Staff told us that they continued to record patient responses to the COVID-19 screening questions and we saw staff guiding patients to the surgeries.

All patients who completed a questionnaire confirmed that the dental team had spoken to them about how to keep their mouth and teeth healthy.

We saw 'No Smoking' signs within the practice confirming that the practice adhered to the smoke free premises legislation.

## Dignified care

### Communicating effectively

The practice had arrangements in place to protect the privacy of patients, including areas for patients to have private conversations with staff.

All patients who completed a questionnaire stated that they felt that staff at the practice treated them with dignity and respect. One patient told us:

“Always made welcome and treated with respect”

All patients stated that they felt the dental team helped them to understand all of the available options for treatment when they needed it. All patients also told us that things are always explained to them during their appointment in a way they can understand.

We saw staff providing care to patients in a dignified and respectful manner and patients were spoken with in a friendly and helpful way. Doors to surgeries were kept closed during treatments. We did note that there was a clear window between one surgery and the decontamination area, and we recommended that the window be frosted to further maintain patients' privacy. The practice manager

immediately arranged for the window to be frosted. We were provided with photographic evidence of this after the inspection.

We were told that the practice has one full time dental nurse who is a fluent Welsh speaker, which helps to meet the needs of Welsh speaking patients. We were told that the practice would endeavour to provide information to patients in their preferred language and/or format and that they had access to an interpreter.

We found that the 9 Principles, as set out by the General Dental Council (GDC), was displayed in the staff room and waiting area. The 9 Principles apply to all members of the dental team and set out what patients should expect from a dental professional.

### **Patient information**

General information about the practice was available on its website and was displayed within the reception and the waiting area.

The practice has a patient information leaflet which contained all the information required by the regulations<sup>1</sup>.

We found that there were various posters and information sheets displayed which provided patients with a range of information about the dental practice.

We noted that information on the cost of dental treatments was available by reception and waiting area.

We found that treatment planning and options were recorded within the sample of patient records viewed. This meant that patients were provided with information which enabled them to make an informed decision about their treatment.

## **Timely care**

### **Timely access**

We saw that staff made every effort to ensure that dental care was always provided in a timely way. Staff described a process for keeping patients informed about any delays to their appointment times.

Thirty five patients who completed the questionnaire confirmed that it was very easy to get an appointment when they needed one, six told us it was fairly easy, and one told us that it was not very easy.

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<sup>1</sup> Regulation 6 and Schedule 2 of the Private Dentistry (Wales) Regulations 2017 set out the information required in a patient information leaflet.

Forty patients who completed the questionnaire said that they knew how to access the out of hours dental service if they had an urgent dental problem and two said they did not. An emergency number was available should patients require urgent out of hours dental treatment. The telephone number was displayed by the main entrance, provided on the practice website, answer phone message and patient information leaflet.

## **Individual care**

### **Planning care to promote independence**

We reviewed the records of 9 patients and found that they were detailed and of a good standard.

We saw evidence of treatment options being recorded and consent to treatment obtained from each patient.

All patients who completed the questionnaire confirmed that the clinical team enquire about their medical history before undertaking any treatment and confirmed that they are involved, as much as they want to be, in decisions about their treatment.

Thirty nine patients told us they felt they can access the right healthcare at the right time.

The treatments and services offered by the practice were in accordance with the statement of purpose<sup>2</sup>.

### **People's rights**

We noted that the practice had an equal opportunities policy in place. This meant that the practice was committed to ensuring that everyone had access to the same opportunities and to the same fair treatment.

All patients who completed the questionnaire confirmed they had not faced any discrimination when accessing or using the service.

Due to the constraints of the building and limited space, both surgeries are currently located on the first floor which is only accessible via a flight of stairs. We were told that the practice had plans in place to extend the practice with a view to increase accessibility for patients with mobility difficulties by providing a ground floor surgery.

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<sup>2</sup> Regulation 5 and Schedule 1 of the Private Dentistry (Wales) Regulations 2017 set out the information required in a statement of purpose.

### **Listening and learning from feedback**

We saw that there was a written complaints procedure in place. This was displayed in the waiting area. Details were also included within the patient information leaflet and statement of purpose.

We noted that the procedure did not include details of the NHS Putting Things Right<sup>3</sup>. We brought this to the attention of the practice manager who immediately arranged for the procedure to be amended.

We reviewed the practice's complaints handling policy and, at the point of inspection, no formal complaints had been received by the practice.

We were told that any informal concerns are captured and monitored in a concerns book which is held by the reception staff.

We discussed the mechanism for actively seeking patient feedback, which is done by providing patients with hard copy questionnaires at the end of each treatment. Feedback analysis is prepared by the practice manager and discussed with the dental team.

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<sup>3</sup> [Putting Things Right](#) is a process for dealing with Complaints, Claims and Incidents which are collectively termed "Concerns".

# Delivery of Safe and Effective Care

## Safe care

### Managing risk and promoting health and safety

We found that arrangements were in place to protect the safety and wellbeing of staff and people visiting the practice.

The building appeared to be very well maintained internally and externally. We saw that all areas were clean, tidy and free from obvious hazards.

A staircase led directly up to the surgeries and decontamination area. We were informed by the practice manager that when x-rays are taken, staff and patients are asked to wait on the landing. Although patients are not left unattended and are always accompanied by a dental nurse, we recommended that the staircase be closed off when x-rays are taken. The practice manager immediately arranged for a barrier to be purchased and installed. We were provided with photographic evidence immediately after the inspection to confirm that the required improvement had been implemented.

There were no concerns expressed by patients over the cleanliness of the dental practice. All patients who completed the questionnaire felt that the dental practice was very clean.

Fire safety equipment was available at various locations around the practice, and we saw that these had been serviced within the last 12 months. All staff had received fire training.

Emergency exits were visible and a Health and Safety poster was displayed.

The practice had a range of policies and procedures, as well as various risk assessments in place, such as, fire, environmental and health and safety. All risk assessments were current and regularly reviewed.

We were assured that the premises were fit for purpose, and we saw ample documentation which showed that all risks, both internally and externally, to staff, visitors and patients had been considered.

### Infection prevention and control (IPC)

The practice had a dedicated area for the cleaning and sterilisation (decontamination) of dental instruments as recommended by the Welsh Health Technical Memorandum (WHTM) 01-05. The facility was very clean, very well organised, well equipped and uncluttered.

We found the decontamination arrangements to be satisfactory. Staff demonstrated the decontamination process and we found that:

- The equipment used for the cleaning and sterilisation of instruments was in good condition
- Instruments were stored appropriately and dated
- There was ample personal protective equipment (PPE) to protect staff against injury and/or infection
- Daily maintenance checks were undertaken and recorded
- Instrument storage containers were sturdy and secure and clearly labelled as dirty or clean.

We found that the procedures in place for cleaning, sterilisation and storage of instruments were in line with latest best practice guidelines.

Infection control audits had been completed using recognised audit tools, including the Health Education and Improvement Wales audit tool which is aligned to the Welsh Health Technical Memorandum (WHTM) 01-05 guidance. We recognise this as good practice due to the comprehensive scope of the audit.

There was a daily maintenance programme in place for checking the sterilisation equipment. A logbook was in place to record the autoclave start and end of the day safety checks.

An infection control policy was in place, which included reference to hand hygiene, safe handling and disposal of clinical waste, housekeeping and cleaning regimes and relevant training.

The practice had appropriate arrangements in place to deal with sharps injuries. We saw records relating to Hepatitis B immunisation status for all clinical staff. This meant that appropriate measures were being taken to ensure that patients and staff were protected from blood borne viruses.

There was 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 saw that all waste had been segregated into the designated bags / containers in accordance with the correct method of disposal.

### **Medicines management**

The practice had procedures in place showing how to respond to patient medical emergencies. All clinical staff had received cardiopulmonary resuscitation (CPR) training. The practice had two dedicated first aiders.

We noted that the defibrillator was kept in a cupboard located by the reception and waiting area. However, the defibrillator was not clearly identified. We advised the practice manager to display an appropriate defibrillator sign on the cupboard door. The practice manager immediately arranged for an appropriate sign to be purchased. In the meantime, the practice manager arranged for the defibrillator to be wall mounted in the reception and waiting area. We received photographic evidence, immediately after the inspection, showing that the defibrillator had been wall mounted.

The emergency drugs were stored securely and in a location making them immediately available in the event of a medical emergency (patient collapse) at the practice. There was an effective system in place to check the emergency equipment and drugs to ensure they remained in date and ready for use, in accordance with standards set out by the Resuscitation Council (UK).

We saw prescription pads being stored securely.

There was a policy in place relating to the ordering, recording, administration and supply of medicines to patients. Staff demonstrated their knowledge of the procedures to follow in the event of a medical emergency or if they had to report a medication related incident.

### **Safeguarding children and safeguarding adults at risk**

There were policies and procedures in place to promote and protect the welfare and safety of children and adults who are vulnerable or at risk. The policies contained the contact details for the local safeguarding team, along with detailed flowcharts that informed staff of the actions required should a safeguarding issue arise.

We saw evidence that all clinical staff had completed training in the safeguarding of children and vulnerable adults. A member of staff was nominated as safeguarding lead and was able to discuss with us, in detail, the policies and procedures and also various scenarios.

Staff told us that they felt able to raise any work related concerns directly with the practice manager and were very confident that concerns would be acted upon.

The practice manager described the pre-employment checks undertaken for any new members of staff. This included checking of references and / or undertaking Disclosure and Barring Service (DBS) checks. We confirmed that all relevant staff had a valid DBS check in place.

We also confirmed that all clinical staff were registered with the General Dental Council.

### **Medical devices, equipment and diagnostic systems**

We viewed the clinical facilities and found that they contained relevant equipment. The surgeries were very well organised, clean and tidy and had recently been refurbished to a high standard.

All X-ray equipment was well maintained and in good working order. Arrangements were in place to support the safe use of X-ray equipment and regular image quality assurance audits of X-rays were completed. We saw evidence of up-to-date ionising radiation training for all clinical staff.

## **Effective care**

### **Safe and clinically effective care**

We saw that the practice had arrangements in place for the acceptance, assessment, diagnosis and treatment of patients. These arrangements were documented in the statement of purpose and in policies and procedures.

### **Quality improvement, research and innovation**

It was evident that staff at the practice were seeking to continuously improve the service provided. We saw that audits had been completed such as cross infection, clinical notes, X-ray quality, hand hygiene and clinical waste.

Staff told us that peer review between clinical staff has been undertaken which contributes to the quality and safety of the care provided to patients.

We found the clinicians to be proactive, knowledgeable, professional and demonstrated their understanding on where and how to access advice and peer review support.

### **Information governance and communications technology**

The storage of patient information was appropriate, ensuring the safety and security of personal data. For example, all paper records were kept secure and electronic files were being backed up regularly. Access to computer screens was secure and discreet. A data protection policy was in place to inform staff about what was required of them.

### **Record keeping**

A sample of 9 patient records were reviewed. Overall, there was evidence that staff were keeping good clinical records, demonstrating that care was being planned and delivered to ensure patients' safety and wellbeing.

All the records we reviewed were individualised and contained appropriate patient identifiers, previous dental history and reason for attendance. The records were



clear, legible and of good quality. However, we noted that patients' language choice was not recorded within the clinical notes. The clinicians discussed examples of situations where interpreters had been provided. We recommend patients' preferred language choice is recorded within their clinical records.

# Quality of Management and Leadership

## *Governance, Leadership and Accountability*

We found that there were very good leadership and clear lines of accountability in place.

The day to day management of the practice was the responsibility of the practice manager who we found to be very committed and dedicated to the role. Staff told us that they were confident in raising any issues or concerns directly with the practice manager and felt well supported in their roles. Many of the staff had worked together for some time and there was a good rapport amongst them.

Staff were very clear and knowledgeable about their roles and responsibilities. All staff were committed to providing a high standard of care for patients and this was supported by a range of policies and procedures. We saw that staff had signed the policies to confirm they had read and understood them. All policies and procedures contained an issue and review date ensuring that they were reviewed regularly and that practices were up to date.

We were provided with a copy of the statement of purpose which conformed to the Private Dentistry (Wales) Regulations 2017.

All clinical staff were registered with the General Dental Council and had appropriate indemnity insurance cover in place. The practice also had a current public liability insurance certificate available.

## **Workforce**

Staff had a contract of employment. We also saw that there was an induction programme in place, which covered training and relevant policies and procedures. We saw evidence that staff appraisals were also undertaken.

All clinical staff had attended training on a range of topics relevant to their roles and meeting the Continuing Professional Development (CPD) requirements.

Staff told us that regular team meetings took place and we saw that detailed records of these meetings were being kept on file.

The registered provider confirmed that they were aware of their duties and obligations as set out in the Private Dentistry (Wales) Regulations 2017.

## 4. 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 following ways within the appendices of this report (where these apply):

- Appendix A: Includes a summary of any concerns regarding patient safety which were escalated and resolved during the inspection
- Appendix B: Includes any immediate concerns regarding patient safety where we require the service to complete an immediate improvement plan telling us about the urgent actions they are taking
- Appendix C: Includes any other improvements identified during the inspection where we require the service to complete an improvement plan telling us about the actions they are taking to address these areas.

The improvement plans should:

- Clearly state how the findings identified will be addressed
- Ensure actions taken in response to the issues identified are specific, measurable, achievable, realistic and timed
- Include enough detail to provide HIW and the public with assurance that the findings identified will be sufficiently addressed
- Ensure required evidence against stated actions is provided to HIW within three months of the inspection.

As a result of the findings from this inspection the service should:

- Ensure that findings are not systemic across other areas within the wider organisation
- Provide HIW with updates where actions remain outstanding and/or in progress, to confirm when these have been addressed.

The improvement plan, once agreed, will be published on HIW's website.

# Appendix A - Summary of concerns resolved during the inspection

The table below summaries the concerns identified and escalated during our inspection. Due to the impact/potential impact on patient care and treatment these concerns needed to be addressed straight away, during the inspection.

Immediate concerns Identified	Impact/potential impact on patient care and treatment	How HIW escalated the concern	How the concern was resolved
No immediate concerns were identified on this inspection.			

# Appendix B - Immediate improvement plan

**Service:** Chapel Cottage Dental Practice

**Date of inspection:** 06 September 2022

The table below includes any immediate non-compliance concerns about patient safety identified during the inspection where we require the service to complete an immediate improvement plan telling us about the urgent actions they are taking.

Improvement needed	Standard/Regulation	Service action	Responsible officer	Timescale
No immediate improvement plan was required for this inspection.				

The following section must be completed by a representative of the service who has overall responsibility and accountability for ensuring the improvement plan is actioned.

**Service representative:**

**Name (print):**

**Job role:**

**Date:**

# Appendix C - Improvement plan

**Service:** Chapel Cottage Dental Practice

**Date of inspection:** 06 September 2022

The table below includes any other improvements identified during the inspection where we require the service to complete an improvement plan telling us about the actions they are taking to address these areas.

Improvement needed	Standard/ Regulation	Service action	Responsible officer	Timescale
We recommend that patients' preferred language choice is recorded within clinical notes.	Health and Care Standards: 4.2 Patient Information 3.2 Communicating Effectively	We have now included patient's preferred language into our patient's exam notes templates and discussed in practice meeting.  Notes of patient's language will be added at their appointment.	Alison Fisher Practice Manager	Completed

The following section must be completed by a representative of the service who has overall responsibility and accountability for ensuring the improvement plan is actioned.

## Service representative

**Name (print):** Alison Fisher

**Job role:** Practice Manager

**Date:** 17/10/2022