

Inspection Summary Report

Glandŵr Dental Practice

Betsi Cadwaladr University Health Board

Inspection date: 10 October 2022

Publication date: 10 January 2023



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



Overall, we found that Glandŵr 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.

We were assured that the practice is delivering 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 unannounced inspection at Glandŵr Dental Practice on 10 October 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 that Glandŵr 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 bilingually and 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

- The practice had arrangements in place to protect the privacy of patients, including dedicated areas for patients to have private conversations with staff
- Telephone calls were received in privacy, away from patients.
- 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.

Where the service could improve

- No areas for improvement were identified.



Patients told us:

Patients provided us with the following comments:

“Excellent care”

“Very professional, all staff friendly and polite”

“Very happy”

“Overall they provide satisfactory service”

Delivery of Safe and Effective Care

Overall Summary

We found that Glandŵr 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.

What we found this service did well

- Surgeries refurbished to a high standard
- Surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- Excellent clinical records being maintained.

Where the service could improve

- Implement weekly soil testing¹ for the ultrasonic baths
- Utilise the Health Education and Improvement Wales (HEIW)² website and the Clinical Audit Peer Review (CAPRO) funded improvement toolkits for future audit processes.

Patients told us:

Patients provided us with the following comments:

“Courteous and professional behaviour from all staff”

“Always very pleasant and friendly”

¹ Soil test - The cleaning efficacy soil test ensures that the cycle is able to adequately clean heavily soiled load.

² Health Education and Improvement Wales (HEIW) is dedicated to transforming the workforce for a healthier Wales. HEIW are a Special Health Authority within NHS Wales and sit alongside Health Boards and Trusts. HEIW have a leading role in the education, training, development, and shaping of the healthcare workforce in Wales, in order to ensure high-quality care for the people of Wales.



Quality of Management and Leadership

Overall Summary

- We found that Glandŵr 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 registered 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.

What we found this service did well

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

Where the service could improve

- No areas for improvement were identified.

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.

