

# Inspection Summary Report

The Goodwin Partnership Dental Practice,  
Cwmbran, Aneurin Bevan University Health  
Board

Inspection date: 31 October 2022

Publication date: 31 January 2023



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



The Goodwin Partnership Dental Practice, is a family run practice within Aneurin Bevan University Health Board.

Overall, we found that the practice took pride in providing a professional, friendly and positive experience for their patients to ensure they received a quality service.

We noted that the Welsh 'Active Offer' was provided in an individualised manner to encourage patients to use Welsh should they wish.

The surgery was bright and modern and provided a wealth of information to patients to encourage them to look after their oral and dental health.

Staff worked well together as a team and the practice benefitted from an open and engaged management structure that supported the staff.

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 The Goodwin Partnership Dental Practice, Aneurin Bevan University Health Board on 31 October 2022.

Our team, for the inspection comprised of HIW Healthcare Inspector and a dental clinical 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 The Goodwin Partnership to be a close-knit practice that placed emphasis on providing a caring, professional, and friendly service for their patients. We witnessed staff treating patients with respect on the telephone and in person and noted that patient confidentiality was always maintained.

The environment allowed patients to be treated in a welcoming and pleasant atmosphere with friendly staff that strived to meet individual needs. Patients were provided with a plentiful supply of information leaflets and advice concerning the treatments available at the practice.

We found that the Welsh 'Active Offer' was encouraged and supported.

## Where the service could improve

- Ensure windows in all surgeries provide enough coverage to preserve patient dignity when in use
- Display the General Dental Council registration certificates in a public area
- Implement a 'You said, we did' information display within the waiting room.

## What we found this service did well

- The service provided a good 'Active Offer' of Welsh
- A television screen that provided relevant information to patients while they were waiting alongside a plentiful supply of information leaflets
- The practice was bright and modern with a welcoming practice team that treated patients in a friendly manner

**Patients told us:**

Patients provided us with the following comments:

***Excellent service, admin, dentist and support staff”***

***“Excellent”***

***“Always try to accommodate when needed, very welcoming and pleasant”***

***“Been with practice since a child and would not go elsewhere”***

# Delivery of Safe and Effective Care



## Overall Summary

The practice offered safe and effective care to their patients. The building was well maintained, and fire safety precautions were appropriate. We would recommend the practice places a further fire safety action notice in an area more visible to patients.

Of the ten patient records we reviewed during the inspection all were clear and of a good standard with only minor improvements required. Accordingly, the practice would benefit from ongoing audit of clinical record keeping that would allow the identification of common themes and issues.

Decontamination procedures at the practice were good and equipment was in good working order. We were assured that medicines and prescription pads were handled appropriately at the practice. However, we would recommend that the practice adhere to WHTM 01-04 guidelines should they wish to continue to allow the decontamination of staff clinical uniforms using the washing machine found to be in-situ at the practice. Staff would further benefit from having more readily available contact details for the local occupational health service should they receive a needlestick or sharps injury.

While we were assured that emergency drugs and equipment were checked appropriately, we found improvements were necessary to ensure the temperatures of the clinical fridge used to house emergency glucagon were within acceptable parameters.

Overall, we found safeguarding policies and procedures to be especially robust with a clear pathway to follow for those witnessing suspected abuse. Contact details were visible, and support was available if required from an effective management team. We would urge the practice to ensure a policy was in place to allow for fitness to work checks for employees of the practice.

## Where the service could improve

- Ensure that ongoing record keeping audits continue to be effective in highlighting common themes and ensure these are addressed promptly
- Develop a policy for fitness to work checks for employees
- Placement of an additional fire action plan notice in an area that is visible to patients

- Undertake daily temperature checks on the fridge storing the emergency glucagon
- Adhere to WHTM 01-04 should the practice wish to recommence the use of the practice washing machine
- Ensure the contact details for the occupational health service are more easily available for staff that may need it.

## What we found this service did well

- Robust and clear safeguarding reporting flowchart
- Effective auditing and investment in continual improvement
- Good compliance with infection prevention and control requirements

### Patients told us:

Patients provided us with the following comments:

*“Very nice dentist and staff”*

*“It’s very good and the staff are helpful”*

*“Dedicated staff, high level of communication. Great family care, certainly for young children.”*

# Quality of Management and Leadership



## Overall Summary

The Goodwin Partnership is a family run and managed practice with a team of committed staff who we witnessed working well together to provide high standards of care to their patients.

We found that the practice was well organised with the necessary policies and procedures in place to ensure the smooth and efficient running of the practice that met the standards and regulations for dental practices in Wales.

Staff personal folders contained evidence of compliant mandatory training and all staff had undertaken a DBS check at the point of employment.

We saw evidence of regular quarterly staff meetings that were minuted and provided proactive solutions to any perceived problems.

Staff wellbeing was treated as a priority, and this led to a team that appeared willing to go the extra mile for the practice and their patients.

## Where the service could improve

- Ensure the contact details for utilities and services within the business continuity plan are more readily available.

## What we found this service did well

- Clear management structure
- Clear emphasis on staff well-being and support
- Clear policies and procedures to cover the running of the dental practice
- An enthusiastic and invested management team that provided General Dental Council (GDC) registration, indemnity insurance and training courses for staff to invest in their development, skills, and knowledge
- Staff worked well together as a team



## 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 service to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the service 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 service to confirm action has been taken in line with management responses documented in the improvement plan. We also ask services to provide documented evidence of action taken and/or progress made.

