

Inspection Summary Report

Vale View Dental Care

Inspection date: 01/11/2022

Publication date: 02/02/2023



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



Overall, we found Vale View Dental Care to be a pleasant environment which was maintained to a high standard, both internally and externally. Both clinical and communal areas were kept clean and tidy.

We observed staff working well together and all were committed to providing excellent care for the patients attending the setting. This was reflected in responses received from patient questionnaires.

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 Vale View Dental Care, Cwm Taf Morgannwg University Health Board on 01 November 2022.

Our team for the inspection comprised of a HIW Healthcare 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 observed that staff at Vale View Dental Care were committed to providing a positive experience for their patients, whilst maintaining their dignity and confidentiality. All patients who completed a HIW questionnaire confirmed that they felt staff at the practice treated them with dignity and respect.

What we found this service did well

- Practice staff took effective measures in order to minimise the risk of infection transmission at the setting, including using face coverings and hand sanitiser stations.
- We saw evidence of good processes in place for the maintenance of patient privacy and dignity.

Where the service could improve

- At present, the patient information leaflet and statement of purpose are only available in English. We informed the practice manager that both these documents should be available to patients in both English and Welsh.

Patients told us:

“Very professional practice, no need for change”

Delivery of Safe and Effective Care



Overall Summary

We saw evidence of various policies and procedures in place for infection control at the setting. All were up to date and regularly reviewed. All staff were also up to date in all mandatory training including infection control and fire safety.

It was clear that the building was in a state of good repair, both internally and externally, and the practice was kept clean and tidy.

What we found this service did well

- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- The practice had a comprehensive register policies and procedures in place, all of which were up to date and regularly reviewed.

Where the service could improve

- We require the practice to carry out an antibiotic prescribing audit.



Quality of Management and Leadership

Overall Summary

It was evident that Vale View Dental Care had very good leadership and clear lines of accountability.

Staff had access to appropriate training opportunities and confirmed that managers encourage additional training. All members of staff were up to date with mandatory training.

What we found this service did well

- There was evidence of regular staff meetings taking place, for which minutes were recorded appropriately
- It was clear that staff worked well together as a team and had good rapport with patients.

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.

