

# Inspection Summary Report

Llynfi Dental

Inspection date: 15 November 2022

Publication date: 15 February 2023



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



Overall, we found Llynfi Dental to be a pleasant environment which was maintained to a high standard, both internally and externally.

The practice had full disabled access, including a spacious waiting area, two ground floor surgeries and a disabled toilet. A hearing loop was also available for any patients who needed it.

We observed a staffing team that worked well together and were clearly committed to providing patients with a positive experience when attending for their appointments. This is reflected in the completed patient questionnaires.

Various policies and procedures were in place. All were up to date and reviewed annually.

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 Llynfi Dental Practice, Cwm Taf Morgannwg Health Board on 15 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

It was evident that staff at Llynfi Dental were committed to giving patients a positive experience when visiting the practice, whilst maintaining their dignity and confidentiality. 12 of the 13 patients who completed questionnaires said they feel the staff treat them with dignity and respect at the setting.

## What we found this service did well

- We observed effective signage and procedures that were in place to minimize the risk of infection transmission, posters encouraging use of face coverings and hand sanitizer available for staff and patients.
- We saw evidence of staff working to maintain patients' confidentiality by always ensuring surgery doors were closed during appointments.

## Where the service could improve

- We require the practice to make the statement of purpose and patient information leaflet available in both English and Welsh
- We recommended that Welsh speaking staff are provided with 'Iaith Gwaith' badges

### Patients told us:

*“Excellent staff throughout the practice”*

*“Being a person who is afraid to visit the dentist I am always made comfortable and safe”*

# 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. Both communal and clinical areas were also 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
- Fire safety equipment was available throughout the practice and all had been serviced in the last 12 months.
- The practice had comprehensive policies and procedures in place to ensure the safe and effective handling, recording and dispensing of medications.

## Where the service could improve

- We informed staff that they must ensure consistency across all patient records in regard to obtaining and recording consent.
- We require the practice to carry out a patient record keeping audit for the setting.



# Quality of Management and Leadership

## Overall Summary

It was evident that Llynfi Dental had very good leadership and clear lines of accountability and staffing structures in place.

Staff had access to appropriate training opportunities and all were up to date with mandatory training. We also saw evidence of regular staff meetings and annual appraisals for all staff.

## What we found this service did well

- Staff meeting minutes were recorded appropriately and effective steps taken to ensure absent staff were informed of any updates and information given during the meeting.
- There was a comprehensive register of policies and procedures in place at the practice. All were reviewed by the practice manager annually.

## Where the service could improve

- We require the staff who only work in the decontamination room at the practice to also complete CPR training.

## 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.

