

# Inspection Summary Report

Newport Road Dental Clinic, Cardiff and Vale  
University Health Board

Inspection date: 16 November 2022

Publication date: 16 February 2023



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



We found Newport Road Dental Clinic was committed to providing a positive experience for their patients. The environment was clean and tidy and the building had been expanded since our previous inspection to include a new dental surgery.

Equipment throughout the practice had been maintained and serviced to ensure it was all safe to use.

The practice had a range of up-to-date policies and procedures in place to support staff.

Some improvements were needed to ensure patient records were being maintained in line with professional guidelines.

We did find that the service was not compliant with some regulations of the Private Dentistry (Wales) Regulations 2017. We dealt with these concerns under our non-compliance process. This meant that we wrote to the practice immediately following the inspection requiring that urgent remedial actions were taken. At the time of publication of this report, HIW has received sufficient assurance of the actions taken to address the improvements needed.



## 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 of Newport Road Dental Clinic, Cardiff and Vale University Health Board on 16 November 2022.

Our team for the inspection comprised of a HIW Senior 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

All the patients who completed a HIW questionnaire rated the service provided by the dental practice as very good or good.

Oral hygiene information for both children and adults was available in the waiting areas.

Before our inspection we invited the practice to hand out HIW questionnaires to patients to obtain their views on the service provided at the practice. The practice should reflect on some of the feedback provided, particularly focussing on improving access to appointments for patients.

## Where the service could improve

- A more structured process to be implemented to actively seek the views of patients such as issuing questionnaires or feedback forms.

## What we found this service did well

- Patients were treated in a caring and friendly manner that preserved their dignity.

### Patients told us:

*“As far as I'm concerned, the practice is very good.”*

*“The care and advice is satisfactory.”*

*“The dentist could be a little friendlier”*

*“Stop cancelling appointments.”*

*“Extra opening hours.”*

# Delivery of Safe and Effective Care



## Overall Summary

Overall, the practice appeared well maintained and suitable to provide the services and treatments they were registered to deliver. All clinical 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.

## Where the service could improve

We found that the service was not compliant with the following regulations of the Private Dentistry (Wales) Regulations 2017:

- Regulation 31(3a), regarding resuscitation:
  - One staff member must undertake Basic Life Support training as soon as possible.
- Regulation 13(2a) regarding quality of treatment and other service provision and Regulation 31(3b) regarding resuscitation:
  - The emergency resuscitation equipment needs to be replenished and a weekly checklist set up to ensure the equipment remains fully stocked, in good condition and still within their individual expiry dates.

Other improvements:

- Surgery 2 must be decluttered, organised and restocked with appropriate and sufficient dental instruments before being used to treat patients
- The kitchen should be deep cleaned and cleared of all unnecessary clutter and storage
- Cleaning equipment and materials must be stored in a separate designated lockable cupboard.

## What we found this service did well

- Suitable arrangements were in place to protect the safety and wellbeing of staff and people visiting the practice.



# Quality of Management and Leadership

## Overall Summary

At the time of the inspection the practice was short staffed, which meant there was a lack of processes in place to manage the oversight of the services provided. These processes must be put in place to ensure the practices continues to provide a service of good quality and one that is safe

## Where the service could improve

We found that the service was not compliant with the following regulations of the Private Dentistry (Wales) Regulations 2017:

- Regulation 16(1a), 16(1b) and 16(2dii) regarding assessing and monitoring the quality of service provision:
  - A range of clinical audits must be undertaken as soon as possible and a regular schedule of clinical audits must then be set up as part of a programme of ongoing clinical governance.

## What we found this service did well

- Clinical staff were registered to practice with the General Dental Council and had received the necessary training for their roles and responsibilities.

## 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.

