

# Inspection Summary Report

Hywel Samuel and Associates

Cardiff and Vale University Health Board

Inspection date: 30 January 2023

Publication date: 02 May 2023



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



Overall, we found Hywel Samuel and Associates to be a pleasant environment which was maintained to a high standard, both internally and externally.

The practice had full disabled access. All surgeries, the reception area, waiting area and a disabled patient toilet were situated on the ground floor.

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 Hywel Samuel and Associates Dental Practice, Cardiff and Vale University Health Board on 30 January 2023.

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 Hywel Samuel and Associates were committed to giving patients a positive experience when visiting the practice. It was clear that steps were taken to maintain patients' dignity and confidentiality during appointments. The practice was also fully accessible, with all clinic rooms on ground floor and a disabled patient toilet.

## Where the service could improve

- Patient information should be available bilingually in the reception and waiting areas of the practice.

## What we found this service did well

- Maintaining patients' confidentiality by always ensuring surgery doors were closed during appointments.
- The waiting room and reception area had extensive patient information displayed.

### Patients told us:

*"It's very good indeed, we have been using it as a family ... for ... years. It is as good as any dentists practice can get."*

*"Moving the old building to this new building has shown an overall improvement."*

# 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.

## Where the service could improve

- Staff must carry out smoking cessation and antibiotic audits as soon as possible.
- We recommended a tick box option is added to patient records, to easily identify patients who smoke.

## 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 at various locations around the practice, and we saw that these had been serviced within the last 12 months.
- The practice had appropriate policies in place to ensure the safe and effective handling, recording and dispensing of medications.



# Quality of Management and Leadership

## Overall Summary

There was evidence of good leadership and clear lines of accountability in place at Hywel Samuel and Associates.

Staff were all 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

- Regular team meetings take place and detailed minutes are recorded.
- There was a comprehensive register of policies and procedures in place at the practice. All were reviewed by the practice manager annually.

## 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.

