

# Inspection Summary Report

Murray Street Dental Practice, Hywel Dda  
University Health Board

Inspection date: 19 January 2023

Publication date: 22 May 2023



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



Overall, we found Murray Street Dental Practice was committed to providing a positive experience for their patients. All the patients who completed a HIW questionnaire rated the service provided by the dental practice as very good.

We observed staff greeting patients in a polite and friendly manner both in person and on the telephone.

We found there were systems and processes in place to ensure patients were being treated with dignity and professionalism.

However, we found a number of improvements were necessary regarding the environment and emergency medical equipment at the practice.

We issued the setting with a non compliance notice to ensure prompt improvement.

Note the inspection findings relation to the point in tie 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 at Murray Street Dental Practice on 19 January 2023.

Our team for the inspection comprised of a HIW 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 found Murray Street Dental Practice was committed to providing a positive experience for their patients. All the patients who completed a HIW questionnaire rated the service provided by the dental practice as very good or good.

We observed staff greeting patients in a polite and friendly manner both in person and on the telephone.

We found there were systems and processes in place to ensure patients were being treated with dignity and professionalism.

## What we found this service did well

- Patient experience was positive at this setting, based on feedback responses and comments,
- Comprehensive treatment planning for all patients.

# Delivery of Safe and Effective Care

## Overall Summary

Overall, the practice was well maintained and all patient facing areas were clean and free from any visible hazards. The surgeries, decontamination room and reception area were of a good standard.

However, we noted that there were issues with the risk assessments available within the practice. The practice had not completed an environmental risk assessment and did not have an in-date fire risk assessment. Furthermore, we noted that staff had not received appropriate fire safety and prevention training.

We could also not be assured that emergency equipment and drugs were in date and available to use in the case of a medical emergency (patient collapse).

## What we found this service did well

- The equipment at the practice was in a good condition and was being maintained in line with manufacturers' guidelines,
- Dental surgeries were well equipped and fit for purpose.

## Where the service could improve

- Emergency drugs and equipment were not in date and available to use.
- No environmental risk assessments were in place,
- All staff had not received fire safety and prevention training.
- The fire risk assessment was not in date,

# Quality of Management and Leadership

## Overall Summary

We observed a staff group that worked well together and were committed to providing a high standard of care for their patients. Staff had access to appropriate training opportunities to fulfil their professional obligations. We saw training was up-to-date and certificates were being kept to evidence this.

We could not be assured that the practice was carrying out correct pre-employment checks. We found evidence that staff had not received supervisions and annual appraisals, and not all staff had job descriptions and written contracts. We also found that a member of staff did not have an enhanced DBS check in place.

## What we found this service did well

- Governance documentation was recently updated,
- The team worked well together and supported each other to ensure that high standards of care were given to their patients.

## Where the service could improve

- Relevant pre-employment checks had not been carried out,
- All staff had not received supervisions and annual appraisals,
- Not all staff had job descriptions and written contracts,

## 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.

