

Inspection Summary Report

Bupa Dental Care, Rhyl

Betsi Cadwaladr University Health Board

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 that Bupa Dental Care, Rhyl offered a friendly, caring and professional service to patients.

We found that staff worked hard to ensure safe and effective care for their patients needs.

We were assured that the practice is delivering a quality service that promoted oral health.

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 Bupa Dental Care, Rhyl, within Betsi Cadwaladr University Board on 15 November 2022.

Our team for the inspection comprised of a HIW Inspector and a dental peer reviewer.

Note, the inspection findings relate to the point in time that the inspection was undertaken.

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 Bupa Dental Care, Rhyl 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

- The practice had arrangements in place to protect patients' privacy, including dedicated areas for patients to have private conversations with staff
- Patients were treated in a caring and friendly manner within surgeries that preserved their dignity
- Staff continue to record patients' responses to their COVID-19 screening questions and we saw staff guiding patients to the appropriate waiting and surgery rooms whilst at the practice
- Good disabled access to the practice. The clinical facilities are all located on the ground floor. Wheelchair users could access all surgeries, the reception, waiting area and toilet facilities.

Patients told us:

“Keep doing what they are doing”

“Practice very good”

Delivery of Safe and Effective Care



Overall Summary

- We found Bupa Dental Care, Rhyl was meeting the relevant regulations and standards associated with the health, safety and welfare of staff and patients.
- The practice was well maintained and well equipped to deliver the services and treatments they are registered to deliver.
- All areas were clean and free from any visible hazards.
- We found there were satisfactory arrangements in place to ensure that X-ray equipment was used appropriately and safely.

What we found this service did well

- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- Good quality audits were being completed, which evidenced any changes that had been made as a result of audits.

Where the service could improve

- Review and update the infection control policy
- Consider locating the sharps boxes close to the areas where medical sharps are used and ensure lids are kept closed
- Implement three monthly quality assurance processes in line with IR(ME)R 2017 regulations
- Utilise the Health Education and Improvement Wales (HEIW) website and the Clinical Audit Peer Review (CAPRO) funded improvement toolkits for future audits
- All dentists to discuss the British Society of Periodontology guidelines as part of the peer review process

- Ensure that patients' preferred language choice is recorded within their clinical records.

Quality of Management and Leadership



Overall Summary

- We found a staff team that worked very well together and were committed to providing a good standard of care for their patients. Staff had access to appropriate training opportunities in order to fulfil their professional obligations.

What we found this service did well

- We witnessed all staff, clinical and non clinical, working very well together as part of a team
- Well maintained staff files.

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.

