

Inspection Summary Report

Rowlands Dental Practice, Monmouth

Inspection date: 23rd March 2023

Publication date: 10th July 2023



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



We found Rowland Dental Practice to be a pleasant environment and well maintained, both internally and externally.

The practice featured a suitable sized waiting area and a dental surgery on the first floor. Due to the layout of the building, the practice was unable to offer disabled access. Any patients requiring disabled access would be signposted to a nearby practice.

It was clear that the practice manager and sole dentist at the practice was committed to providing patients with a positive experience when attending for their appointments. We also witnessed the dentist and regular agency nurse working well together to provide high quality patient care.

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 Rowlands Dental Practice, Monmouth on 23 March 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

We found Rowlands Dental Practice to be committed to providing a positive experience for their patients. We saw evidence of patient surveys being given out to patients after their treatment and all the responses reviewed were positive.

What we found this service did well

- We saw evidence of good arrangements in place for the maintenance of patients' privacy and dignity.
- Patient information was available in the waiting area, such as, patient information leaflets and the practice complaints procedure.

Delivery of Safe and Effective Care



Overall Summary

We saw that the building was in a state of good repair, both internally and externally, and was kept clean and tidy.

We saw evidence of an up-to-date fire safety risk assessment in place; however, we required the practice manager to update their fire safety training as soon as possible. We also reviewed a sample of patient records. All were maintained to a good standard, but patient consent should be obtained and recorded at every appointment, as well as medical history checked.

At the time of our inspection, both Rowlands Dental Practice and another dental practice were operating within the same building. Therefore, some improvements needed were the responsibility of both practices.

Where the service could improve

- We require the practice manager to attend a fire safety training course as soon as possible, to ensure full compliance with mandatory training.
- Staff must ensure that patient consent is obtained and recorded at every appointment, as well as medical history checked.
- We require evidence of the washing machine being compliant with Welsh Health Technical Memorandum (WHTM) 01-04 and that the utility company is aware of its use.
- Staff must arrange for maintenance to be carried out on the autoclave, to ensure that it is in full working order.

What we found this service did well

- The dental surgery was clean, well equipped and fit for purpose with well-maintained equipment.
- The practice had policies and procedures in place, all of which were up to date and regularly reviewed.



Quality of Management and Leadership

Overall Summary

We found Rowlands Dental Practice to have very good leadership and clear lines of accountability in place.

Staff had access to appropriate training opportunities.

Where the service could improve

- Staff must ensure that all policies are updated to ensure they only refer to Rowlands Dental Practice.

What we found this service did well

- All staff appeared to be dedicated to their roles.
- Enhanced Disclosure and Barring Service (DBS) checks were in place for all staff.

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.

