

Inspection Summary Report

Red House Dental Practice, Aneurin Bevan
University Health Board

Inspection date: 20 April 2023

Publication date: 21 July 2023



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



Patients provided very positive feedback about the service provided by Red House Dental Practice.

The premises used by the practice was clean, well maintained and decorated and furnished to a high standard.

An effective process was in place for the cleaning and decontamination of reusable dental instruments.

Suitable arrangements were also in place for the safe use of X-ray equipment at the premises.

While we identified some improvements were needed, overall, we found the practice to be well managed.

We saw staff had access to training on a range of topics relevant to their work.

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 Red House Dental Practice, Aneurin Bevan University Health Board on 20 April 2023.

Our team for the inspection comprised of a HIW Senior Healthcare Inspector, 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

Patients provided very positive feedback about the service provided by the practice.

We found staff at the practice treated patients with kindness and respect and they involved patients in decisions about their dental care and treatment.

Where the service could improve

- Action should be taken to seek suitable help and advice on implementing the 'Active Offer'.

What we found this service did well

- Patients provided very positive feedback, rating the service they had received as 'very good' or 'good'
- The practice made efforts to provide patients with an appointment to be seen at a time suitable to them.

Patients told us:

" From the minute I entered the building I was made to feel relaxed staff chatted and gave a lovely welcome. I would like to thank Tom and Staff... "

"Very well organised and lovely staff."

"Fantastic with children. Always reassuring and informative."

Delivery of Safe and Effective Care



Overall Summary

We saw the practice premises was well maintained and decorated and furnished to a high standard.

Generally, we found suitable arrangements were in place at the practice to provide patients with safe and effective care.

Where the service could improve

- Action needs to be taken to conduct regular fire drills at the practice
- The practice's written procedures in relation to safeguarding need to be revised so they reflect the current arrangements in Wales
- The practice needs to implement a suitable formal system to minimise the risk of wrong tooth extraction
- Action needs to be taken to address HIW's findings in relation to improving the completeness of patients' records.

What we found this service did well

- The practice premises was accessible, well maintained and decorated and furnished to a high standard
- Good arrangements were in place in relation to substances subject to Control of Substances Hazardous to Health (COSHH)
- The practice had a separate decontamination room and an effective process for the cleaning and decontamination of reusable dental instruments was described and demonstrated.



Quality of Management and Leadership

Overall Summary

A manager was in place and clear lines of reporting were described. Feedback from staff was positive in relation to the operation of the practice.

While we identified some improvements were needed, overall, we found the practice to be well managed.

Non-compliance requiring immediate action:

- The registered persons were required to provide HIW with details of the action taken to obtain the information and documentation required by the Regulations, which we identified was missing from staff files.

Where the service could improve

- A suitable written risk register should be developed, setting out the risks to the effective and safe operation of the practice and the action agreed to mitigate these
- The written recruitment policy needs to be revised so that it includes the information and documentation that must be available in respect of staff working at the practice as required by the Regulations
- A more active approach to seeking patient feedback should be implemented.

What we found this service did well

- All staff who completed a HIW questionnaire told us they would recommend the practice as a good place to work
- A range of policies were readily available to staff to support them in their work roles
- Staff had access to training on a range of topics relevant to their work.

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.

