

# Inspection Summary Report

Bridge End Dental Practice, Betsi Cadwaladr  
University Board

Inspection date: 23 May 2023

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

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Overall, we found that Bridge End Dental Practice offered a friendly, caring and professional service to patients.

We found that staff worked very 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. However, we identified a number of areas which should be improved to support the safe and effective delivery of care.

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 Bridge End Dental Practice, Betsi Cadwaladr University Health Board on 23 May 2023.

Our team for the inspection comprised of a HIW Healthcare Inspector and a Dental Peer Reviewer.

During the inspection we invited patients or their carers to complete a questionnaire to tell us about their experience of using the service. A total of 18 were completed. We also spoke to staff working at the service during our inspection.

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 that Bridge End Dental Practice was committed to providing a positive experience for 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.

There were systems and processes in place to ensure patients were being treated with dignity and professionalism.

## 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

- The practice had arrangements in place to protect the privacy of patients, 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.

**Patients told us:**

Patients provided us with the following comments:

*“I felt welcome when I came into the practice. My treatment was explained all the way throughout appointment. I was given clear options of further treatment.”*

*“Very friendly practice.”*

# Delivery of Safe and Effective Care



## Overall Summary

We found that Bridge End Dental Practice was meeting the relevant regulations associated with the health, safety and welfare of staff and patients.

The practice was well maintained and equipped to provide the services and treatments they are registered to deliver. All areas were clean and free from any visible hazards.

The dental team were very knowledgeable, professional and demonstrated their understanding on where and how to access advice and guidance.

## Where the service could improve

- Ensure all emergency contact details are included within the business continuity plan
- Review and update the whistleblowing policy
- Forward to HIW the original acceptance certificate for the x-ray unit
- Ensure that clinical records of new dentists are audited as soon as possible after starting in post
- Recording of patients' preferred language choice within clinical records.

## What we found this service did well

- The practice premises was accessible
- Dental surgeries were clean, well equipped and fit for purpose, with well-maintained equipment
- Good quality audits had been completed.

**Patients told us:**

Patients provided us with the following comments:

*“Felt like I had plenty of time to ask questions.”*

*“My treatment was explained all the way throughout appointment. I was given clear options of further treatment.”*

# Quality of Management and Leadership



## Overall Summary

We found Bridge End Dental Practice to have very good leadership and clear lines of accountability.

The day to day management of the practice was the responsibility of the registered manager, who we found to be very committed and dedicated to the role and the practice.

We observed that the staff team worked very well together and were committed to providing a high standard of care for patients.

Staff had access to appropriate training opportunities in order to fulfil their roles.

## Where the service could improve

- Complete the Health Education and Improvement Wales (HEIW) integrating smoking cessation audit.

## What we found this service did well

- A range of policies were readily available to staff to support them in their work roles
- Staff, both clinical and non clinical, worked very well together as part of a team
- Very well maintained staff files
- All clinical staff had attended training relevant to their roles and were meeting the Continuing Professional Development (CPD) requirements.



## 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 service to provide documented evidence of action taken and/or progress made.

