

Inspection Summary Report

The Whites Dental Centre, Radyr

Inspection date: 24 April 2023

Publication date: 21 August 2023



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

Digital ISBN 978-1-83504-538-1
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The White's Dental Centre provided a pleasant environment for patients and was well maintained, both internally and externally.

We found the setting to be fully accessible for patients. Both the reception area and a sizeable waiting room were situated on the ground floor. The practice also offered ground floor treatment rooms and a disabled toilet.

It was clear that practice staff worked well together and were committed to providing patients with a positive experience when attending for their appointments. This is reflected in the completed patient questionnaires.

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 The Whites Dental Centre, Radyr on 24 April 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

It was clear that staff at The Whites Dental Centre were committed to giving patients a positive experience when visiting the practice.

Patients provided very positive feedback about the service received at the practice.

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 was fully accessible, with ground floor surgeries, a disabled toilet and spacious reception and waiting rooms.

Patients told us:

Patients provided us with the following comments:

“Whites provide excellent care and a first-rate service. The staff are professional, efficient and very caring.”

“I have used White Dental practice since 1983. I have never had cause for concern. The practice has constantly updated its service offering and offers consistently high service levels.”

Delivery of Safe and Effective Care



Overall Summary

We saw the practice premises was well maintained, both internally and externally. Both communal and clinical areas were also kept clean and tidy, and we saw evidence of various policies and procedures in place for infection control at the practice.

Where the service could improve

- We require senior staff to carry out a CAPRO antibiotic prescribing audit and a smoking cessation audit.
- The Practice should ensure all sharps boxes are stored securely and out of reach of children.
- All cracks in the wooden floor of the decontamination room need to be sealed to allow effective cleaning.
- The practice manager must ensure that all staff complete the required level of safeguarding training as soon as possible.

What we found this service did well

- The practice premises was accessible, well maintained and decorated and furnished to a high standard.
- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment.
- Fire safety equipment was available at various locations around the practice, and we saw that these had been serviced within the last 12 months.



Quality of Management and Leadership

Overall Summary

There was evidence of good leadership and clear lines of accountability in place at The Whites Dental Centre.

The practice had a range of written policies in place, which were readily available to staff to support them in the work roles. All policies were up to date and were annually reviewed.

Where the service could improve

- A regulation 16 report needs to be completed for the practice.

What we found this service did well

- A range of policies were readily available to staff to support them in their work roles.

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.

