

Inspection Summary Report

Chepstow Road Dental Practice (Brunswick
Dental Surgery), Aneurin Bevan University
Health Board

Inspection date: 13 June 2023

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

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Overall, we found Chepstow Road Dental Practice was committed to providing a positive experience for their patients.

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.

However, we found some improvements were necessary regarding the environment, document keeping and pre-employment checks of staff at the practice.

We issued the setting with a non-compliance notice to ensure prompt improvement.

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 at Chepstow Road Dental Practice on 13 June 2023

Our team, for the inspection comprised of two HIW Healthcare Inspectors 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 that Chepstow Road Dental Practice was committed to providing a positive experience for their patients.

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 treated with dignity and professionalism.

All the patients who completed a HIW questionnaire rated the service provided by the dental practice as ‘very good’ or ‘good’.

Where the service could improve

- Consider reasonable adjustments for patients with restricted mobility.
- Improve systems to record and act on feedback and complaints.

What we found this service did well

- Patients were treated in a caring and friendly manner.
- The practice provides useful information to patients and encourages feedback.

Patients told us:

“Excellent care and treatment from all the team”

“Very professional. Very understanding. Very patient.”

Delivery of Safe and Effective Care



Overall Summary

We saw that the premises were generally clean and tidy. We noted evidence of some renovation and repair work. The practice was well equipped to deliver services and treatments safely and effectively.

The practice does not currently have a separate decontamination room, and this should be considered as part of any future improvement works.

We reviewed a sample of patient records and found them to be generally satisfactory, but some improvements could be made, and we found patient records stored in cabinets that could not be locked.

Where the service could improve

- One member of staff had not undergone the required checks by the Disclosure and Barring Service (DBS).
- Ensure the fire risk assessment is to be updated and acted upon.
- Ensure patient records are stored securely.

What we found this service did well

- We found that surgeries had been refurbished and significantly improved since the practice was previously inspected.
- Clinical equipment was seen to be safe, in good condition and suitable for the purpose.



Quality of Management and Leadership

Overall Summary

The practice manager and staff were clear about their roles and responsibilities and worked well together.

Staff were committed to providing a high standard of care to patients and all clinical staff were registered with the General Dental Council (GDC).

However, we found that some required policies, procedures and risk assessments were not in place.

Where the service could improve

- Ensure that all required policies, procedures and risk assessments are in place.
- Ensure staff have regular appraisals.
- Improve document control to ensure staff are compliant with fitness to work and training requirements.

What we found this service did well

- Clear management structures were in place.
- An electronic system was being adopted to manage training compliance.

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.

