

# Inspection Summary Report

Llanidloes Dental Practice, Powys Teaching Health Board

Inspection date: 21 June 2023

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

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We found the practice was committed to supporting their patients and treating them with dignity and respect. Patient feedback supported our findings that the practice is patient-centred with a focus on a quality patient experience.

We found appropriately trained and knowledgeable staff working within a clean and well maintained environment. However, we found areas for improvement around the suitability of emergency and decontamination equipment.

Overall, we saw appropriate systems to support the delivery of safe and effective care for patients.

These 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 Llanidloes Dental Practice, Powys Teaching Health Board on 21 June 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

- We found the practice was committed to supporting their patients and treating them with dignity and respect. We saw written information that was readily available bilingually and an effective appointments system to support both patients and staff. Patient feedback supported our findings that the practice is patient-centred with a focus on a quality patient experience.

## Where the service could improve

- The practice should utilise the support available from their local health board to further integrate the Welsh language into their service using the Active Offer.

## What we found this service did well

- All patients that completed a questionnaire rated the service they received as very good
- The appointment process supported the timely care of patients.

### Patients told us:

*“The practice is excellent and all of the staff that I’ve encountered are very professional and friendly.”*

*“Excellent service, never had any cause for complaint.”*

# Delivery of Safe and Effective Care



## Overall Summary

- We found appropriately trained and knowledgeable staff working within a clean and well maintained environment. We found areas for improvement around the suitability of emergency and decontamination equipment. However, in the main, we saw appropriate systems to support the delivery of safe and effective care for patients.

## Where the service could improve

- The practice must closely monitor the contents and expiry dates for their emergency equipment to ensure they remain fit for use at all times
- The practice must consider the storage and location of their cleaning and sterilisation equipment
- The practice should fully utilise the guidance and support available to them relating to clinical audit, safeguarding and quality improvement.

## What we found this service did well

- We found that the practice was well-organised and maintained a good level of cleanliness throughout
- Practice staff were suitably trained and knowledgeable.



# Quality of Management and Leadership

## Overall Summary

- We found appropriate processes and procedures in place for the effective running of the practice. The practice demonstrated a good focus on training and development of its workforce. Although, recruitment processes required a more robust policy to ensure the regulatory requirements are met.

## Where the service could improve

- The practice should develop and maintain a recruitment policy to ensure all relevant pre-employment checks are completed in accordance with the requirements stated in the regulations
- The practice should evidence how it has listened to patient feedback and made changes in response to this.

## What we found this service did well

- Staff undertook frequent training courses above the mandatory requirements
- The practice proactively adopted the Duty of Candour into their work and were suitably trained in the process.

## 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.

