

Inspection Summary Report

Clifton Dental Care Practice, Cardiff and Vale
University Health Board

Inspection date: 3 July 2023

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

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Overall, we found Clifton Dental Care Practice to be a pleasant and welcoming environment which was well maintained. The dental surgeries were clean and well equipped.

The communal areas provided a wealth of information to patients to encourage them to look after their oral/dental health.

The practice made good provision for Welsh-speaking patients and for patients with mobility difficulties.

We found there to be good leadership in place, actively working to improve the service provided.

We observed a team that worked well together and were committed to providing a positive experience for patients. This was reflected in the completed patient questionnaires.

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 Clifton Dental Care Practice, Cardiff and Vale University Health Board on 3 July 2023

Our team, for the inspection comprised of two HIW Healthcare Inspectors and a Dental Peer Reviewer. The inspection was led by a HIW Healthcare Inspector.

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 Clifton Dental Care practice was committed to providing a positive experience for their patients. We observed staff treating patients in a polite, friendly, and professional manner both in person and on the telephone.

Arrangements were in place to protect the privacy of patients, including areas for patients to have private conversations with staff.

We saw that the premises were clean, well maintained and provided a pleasant environment for patients.

Where the service could improve

- Consider how to further accommodate patients' language preferences

What we found this service did well

- Good access to the building and adjustments for those with mobility difficulties
- Patients told us they were treated with dignity and respect

Patients told us:

" Always good dental care and staff always give good service"

" Very good staff, polite, always friendly and social, and demonstrate high levels of professionalism"

"The reception staff are always joyful and lovely to converse with"

Delivery of Safe and Effective Care



Overall Summary

The surgeries and public facing areas were clean, well maintained and free from obvious hazards. We saw evidence of up-to-date risk assessments, including for fire safety.

All staff working at the practice, who were involved in the use of X-rays, had completed relevant training and arrangements were in place for the safe use of the X-ray equipment.

Decontamination procedures at the practice were appropriate and equipment was all in working order.

We found safeguarding policies and procedures to be clear and available to all staff.

Where the service could improve

- Ensure all staff are trained in emergency resuscitation and receive training annually

What we found this service did well

- The practice premises and clinical areas were well equipped and well maintained
- Good arrangements were in place for infection prevention and control, including a dedicated decontamination room
- Appropriate risk assessments and policies were in place to protect staff and patients.



Quality of Management and Leadership

Overall Summary

We found that Clifton Dental Care practice had good leadership and clear lines of responsibility. The staff team worked well together and were committed to providing a high standard of care for their patients.

There was evidence that the practice was committed to improving their service, through reviewing both their ways of working and any feedback from patients.

Where the service could improve

- Ensure staff have regular appraisals
- Improve systems for carrying out checks when recruiting new staff

What we found this service did well

- A range of policies and procedures were available to staff to support them in their work roles
- There was a commitment to staff development.

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.

