

Inspection Summary Report

Llys Einion Dental Practice, Powys Teaching Health Board

Inspection date: 10 July 2023

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

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We found that the practice was dedicated to the care they provided to their patients and ensured care was delivered with dignity and respect. Patient feedback fully supported our findings that the practice provides a quality patient experience.

We saw a safe and well-maintained practice that was kept clean, with patients agreeing with our findings. However, we did find some improvements could be made to the testing of emergency and decontamination equipment, to the frequency and quality of routine audits and the maintenance of the practice radiation policies.

Overall, we found a practice operating in an effective manner, with positive working relationships observed throughout the staff structures.

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 Llys Einion Dental Practice, Powys Teaching Health Board on 10 July 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 that the practice was dedicated to the care they provided to their patients and ensured care was delivered with dignity and respect. Patients were offered a fully bilingual service throughout their patient journey
- Patient feedback fully supported our findings that the practice provides a quality patient experience.

Where the service could improve

- The practice should ensure that patients are asked their language preference, record that as a decision and note any actions taken
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What we found this service did well

- Patient feedback was supportive and complimentary of the practice staff and the individualised care provided.

Patients told us:

“Every member of staff has shown me such kindness, patience and understanding. I am truly grateful for their expertise and professionalism”

“The staff are always really helpful and cheerful. I was a nervous patient before coming here, but not any longer”

“We are always treated with exceptional care”

Delivery of Safe and Effective Care



Overall Summary

- We saw a safe and well-maintained practice that was kept clean. Patients agreed that they felt the environment was clean with infection prevention and control measures being followed by staff. However, we did find some improvements could be made to the testing of emergency and decontamination equipment, to the frequency and quality of routine audits and the maintenance of the practice radiation policies

Where the service could improve

- List 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 should fully utilise the guidance and support available to them relating to routine audits.

What we found this service did well

- The practice maintained a good level of cleanliness throughout.

Quality of Management and Leadership



Overall Summary

- We found the practice operated in an effective manner, with positive working relationships observed throughout the staff structure. Though, we did note a need to update practice policies
- We saw an open approach to any form of feedback but felt arrangements for recording feedback and reporting back to patients could be strengthened.

Where the service could improve

- The practice should ensure all policies are reviewed in a timely manner and consider the use of a review checklist.

What we found this service did well

- Staff at the practice undertook training courses above the mandatory 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 services to provide documented evidence of action taken and/or progress made.

