

# Inspection Summary Report

Freeman and Rosser Dental and Implant Clinic,  
Carmarthen

Inspection date: 25 July 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 to be bright, clean and well maintained. We saw staff treating patients in a polite, friendly, and professional manner.

Good arrangements were in place to treat patients with dignity and respect, and to make the practice accessible for those with mobility difficulties.

Dental surgeries were clean and well equipped. We saw that safe systems were in place for cleaning and sterilising equipment.

We found the practice manager had effective systems in place to ensure the premises were safe and fit for purpose and that staff were trained. There was a clear commitment to learning from patient feedback and how to improve the service provided.

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 Freeman and Rosser Dental and Implant Clinic, Carmarthen on 25 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 Freeman and Rosser Dental and Implant Clinic 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.

The practice had arrangements in place to help people with mobility difficulties access the practice and services. We saw steps with a handrail and safety strips, a ramp for wheelchair users, a hearing loop in the reception area and an accessible toilet. All clinical areas were on the ground floor.

Respondents to a HIW questionnaire all agreed that staff treated them with dignity and respect.

## What we found this service did well

- Bright, clean and well-maintained practice environment
- Good arrangements in place to maintain patients' privacy and dignity
- Dental surgeries were clean and well equipped.

### Patients told us:

“Always caring, professional and effective, very efficient”

“Politeness and friendliness of reception staff is excellent - Always welcome with a smile”

# Delivery of Safe and Effective Care



## Overall Summary

The practice was clean and well maintained, with staff committed to providing a high standard of care.

We saw effective systems in place to ensure the safety of patients and staff, including risk assessments and staff training.

The procedures for processing, decontamination and sterilising of dental instruments were appropriate and well understood. We saw that equipment checks were carried out and recorded, and that clinical audits of infection control were carried out.

All X-ray equipment was well maintained and staff appropriately trained to use them safely.

We found clear procedures for safeguarding, available to all staff.

## Where the service could improve

- Ensure patient records are completed consistently

## What we found this service did well

- Clinical areas were clean, well equipped and fit for purpose
- Clinical audits were carried out regularly to review and improve the service
- Policies and procedures were in place to ensure the safe and effective care of patients.



# Quality of Management and Leadership

## Overall Summary

The day-to-day management of the practice was the responsibility of the practice manager who we found to be committed to the role. We saw that good support was also provided by the practice's parent group.

Effective electronic systems were used to make policies and procedures available, ensure staff training was up-to-date and to manage a program of activities to improve the quality of the service. We also saw a commitment to learning from patient feedback and comments.

## Where the service could improve

- Update the complaints procedure to include contact details for the practice
- Consider how to gather feedback from patients without internet access.

## What we found this service did well

- Policies and procedures were up to date, regularly reviewed and available to all staff
- Staff training records were well managed and up-to-date
- The service made effective use of support from the practice's corporate group.

## 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.

