

Inspection Summary Report

Glenhaven Dental Care, Taff's Well

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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Overall, we found that Glenhaven Dental Care offered a friendly, caring and professional service to patients.

We found the premises very clean, well maintained, and furnished and decorated to a high standard.

We found that staff worked very hard to ensure safe and effective care for their patients' needs.

Patient feedback received by HIW was very positive.

We found good use of IT solutions to manage the practice, with a positive approach to staff development and patient feedback.

We were assured that the practice is delivering a quality service that promoted oral health.

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 Glenhaven Dental Care, Taff's Well on 25 July 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

Patients provided positive feedback about the service.

We found staff at the practice treated patients with kindness and respect and they involved patients in decisions about their dental care and treatment.

We were informed of good systems for keeping patients informed of waiting times and delays.

What we found this service did well

- Patients provided positive feedback, rating the service they had received as ‘very good’
- Lots of patient information available throughout patient areas
- The practice made efforts to provide patients with an appointment at a time suitable to them.

Patients told us:

Patients provided us with the following comments:

“This is an excellent dental practice. Staff are welcoming and knowledgeable. I know I am in safe hands when visiting this practice.”

“This is a very modern, upmarket practice, I have been exceptionally pleased to be able to be a patient here. The improvement in my dental health since I joined this practice has been amazing. I would not wish to be treated anywhere else.”

“The service I have received has been first rate. All staff are very polite and extremely helpful. I have complete confidence in the treatment I have received. I would recommend the practice to anyone.”

Delivery of Safe and Effective Care



Overall Summary

We saw the practice premises was well maintained, decorated and furnished to a high standard with all areas visibly clean.

We saw the dental surgeries had suitable equipment to provide dental care and treatment. Equipment we saw was visibly clean and in good condition.

Equipment and medicines for use in the event of an emergency were readily available at the practice. A new system was described that automated checking stocks and identifies when medicines need to be replaced.

We found sufficient suitably trained staff in place at the practice to provide patients with safe and effective care.

We saw a suitable system was in place to help ensure records were safely managed, stored securely and retained for the appropriate period in line with the regulations.

- **What we found this service did well**
 - The practice had a separate decontamination room and an effective process for the cleaning and decontamination of reusable dental instruments was described and demonstrated
 - Regular clinical audits to ensure standards are maintained
 - Policies regularly reviewed and updated as necessary.

Quality of Management and Leadership



Overall Summary

A dedicated and committed management team was in place and clear lines of reporting were described. Feedback from staff was positive in relation to the operation of the practice.

A range of policies were readily available to staff to support them in their roles.

We found the practice to be well managed with good working processes implemented throughout, regular internal and external audits, a pro-active approach to adopting new technology, and regular team meetings and appraisals. We observed the management and staff had a very good working relationship and shared a common goal in providing patients with the best experience.

What we found this service did well

- Staff had access to training on a range of topics relevant to their work
- Staff aware of feedback and whistleblowing process and comfortable with raising any issues
- Internal IT systems provided quick access to records, policies, and other documentation.

Staff told us:

Staff provided us with the following comments:

"Great place to work."

"...the staff are cared for..."

"...all the staff at Glenhaven work very well as a team..."

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.

