

# Inspection Summary Report

Jan Woodward Dental practice, Aneurin Bevan  
University Health Board

Inspection date: 15 August 2023

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

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We found staff treating patients professionally, with dignity and respect. We saw patients being treated in a timely and equitable manner and patients told us that the care provided was of a good standard.

We observed a clean and safe practice with patients agreeing the care provided was safe and that the practice was clean and tidy. We did find areas to improve on the storage of clinical items, the emergency resuscitation equipment and schedule for infection control audits.

Overall, we found effective working arrangements between staff that enabled a suitable standard of care for patients.

These 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 Jan Woodward Dental Practice, Aneurin Bevan University Health Board on 15 August 2023.

Our team for the inspection comprised of 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 staff treating patients professionally, with dignity and respect. We saw patients being treated in a timely and equitable manner, though we did find improvements could be made on providing a suitable bilingual Active Offer to patients. Patients told us that the care provided was of a good standard.

## Where the service could improve

- Action should be taken on implementing the 'Active Offer'.

## What we found this service did well

- Patients told us they found it easy to get an appointment, with feedback being complimentary of the practice, its staff and the care they were provided.

### Patients told us:

*"Amazing service each and every time from every member of staff!"*

*" Staff very friendly and welcoming to surgery was put at ease immediately"*

*"I have been a patient at this surgery for a long while and have always received a very professional service and fantastic care".*

# Delivery of Safe and Effective Care



## Overall Summary

- We observed a clean and safe practice with patients agreeing the care provided was safe and that the practice was clean and tidy. We did find areas to improve on the storage of clinical items, the emergency resuscitation equipment and schedule for infection control audits. We found that robust checks were in place for the management of fire and radiographic equipment.

## Where the service could improve

- The practice should ensure that emergency and reusable clinical equipment is ready for use at all times
- The practice should consider the layout and organisation of the surgery to improve the access for staff.

## What we found this service did well

- The practice was clean and kept to a suitably maintained standard
- Practice fire checks were compliant and fire equipment checked regularly.

One patient told us:

*“[the practice is] always very clean”*



# Quality of Management and Leadership

## Overall Summary

- We found effective working arrangements between staff that enabled a suitable standard of care for patients. We saw up to date training and employment checks for staff but the standard and frequency of clinical audits could be improved. Staff were knowledgeable in on the Duty of Candour and we found examples of staff training attendance above the mandatory requirements.

## Where the service could improve

- The practice should increase their quality improvement and clinical audit activities.

## What we found this service did well

- Staff undertook training above mandatory requirements and had an appropriate set of skills for the care being provided.

## 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.

