

# Inspection Summary Report

Portfield Dental Practice, Hywel Dda 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 Portfield Dental Practice was committed to providing a positive experience for their patients.

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 improvements were required with regards to fire safety training and using staff and patient views to improve the quality of the service.

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 Portfield Dental Practice, Hywel Dda 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 Portfield Dental Practice was committed to providing a positive experience for their patients. We observed staff greeting patients in a polite and friendly manner both in person and on the telephone. We found that there were systems and processes in place to ensure patients were being treated with dignity and professionalism.

## Where the service could improve

- Seek advice in order to implement the ‘Active Offer’ of Welsh
- Ensure staff understand their responsibilities under the Duty of Candour

## What we found this service did well

- Bright, clean and well-maintained practice environment
- Patients were treated in a caring and friendly manner within surgeries that preserved their dignity.

### Patients told us:

Patients provided us with the following comments:

*" The staff are always polite and helpful."*

*" Excellent service. Receptionist a pleasure to deal with."*

# Delivery of Safe and Effective Care



## Overall Summary

We found that Portfield Dental practice was in a good state of repair and well equipped to deliver services and treatments to patients.

Dental surgeries were clean and fit for purpose with well-maintained equipment. There was a dedicated area for the cleaning and sterilisation (decontamination) of dental instruments.

## Where the service could improve

- Staff had not received fire safety and prevention training
- There was no evidence of fire drills having been carried out
- Clearer and more consistent completion of patient records.

## What we found this service did well

- Appropriate systems used for infection prevention and control
- Safe arrangements in place for medicines management
- Clear understanding of safeguarding procedures.



# Quality of Management and Leadership

## Overall Summary

Portfield Dental practice had clear lines of accountability and staff that were committed to providing a high standard of care to their patients.

## Where the service could improve

- Ensure staff have regular appraisals and team meetings
- Implement a structured process for capturing, reviewing and learning from patient feedback and complaints
- Introduce systems to monitor and promote quality improvements
- Ensure policies and procedures are reviewed regularly.

## What we found this service did well

- Staff records well maintained
- Comprehensive range of policies and procedures.

### Staff told us:

Staff provided us with the following comments:

*“Patients in this practice are well treated and made to feel extremely welcome and cared about by all staff members.”*

*“Staff input is not encouraged.”*

## 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.

