

# Inspection Summary Report

Fairwater Green Dental Practice, Cardiff and  
Vale University Health Board

Inspection date: 16 August 2023

Publication date: 16 November 2023



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

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We found that Fairwater Green Dental Practice offered a friendly, caring and professional service to patients.

Patients provided very positive feedback about the service provided, agreeing they were treated with dignity and respect.

The premises used by the practice was clean, well maintained and decorated and furnished to a good standard.

Suitable arrangements were in place for the safe use of X-ray equipment at the premises.

We saw a good range of policies in place and staff had access to training on a range of topics relevant to their work.

We found good levels of communication between management and the wider dental team.

We found evidence of regular audits as part of quality improvement activity and were assured that the practice is delivering a quality service that promoted good oral health.



While we identified some improvements were needed, overall, we found the practice to be well managed.

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 Fairwater Green Dental Practice, Cardiff and Vale University Health Board on 16 August 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 very positive feedback about the care and service provided by the dental practice.

We found that staff worked hard to treat their patients with kindness, dignity, and respect throughout the inspection.

We found the practice made efforts to accommodate unscheduled emergency treatment on the same day and that patients were given enough information to understand the treatment options available along with their risks and benefits

## Where the service could improve

- Install a blind between the decontamination room and downstairs surgery
- Improve wheelchair access to patient toilet.

## What we found this service did well

- Patients provided very positive feedback, rating the service they had received as ‘very good’ or ‘good’
- The practice made efforts to provide patients with an appointment time suitable to them.

### Patients told us:

Patients provided us with the following comments:

*“Everyone very welcoming and friendly. Relaxing atmosphere.”*

*“After a number of negative experiences accessing dental care with other practices, I have finally found a dentist that is understanding of my fears around dental treatment and my treatment focusses on reducing these fears. I am very pleased with the care and treatment I receive.”*

# Delivery of Safe and Effective Care



## Overall Summary

We saw the practice premises was well maintained, clean and tidy and decorated to a good standard.

Generally, we found suitable arrangements were in place at the practice to provide patients with safe and effective care and that staff were clear regarding their work roles and responsibilities.

Dental records were detailed and easy to follow with some minor points for improvement.

## Where the service could improve

- More in depth fire risk assessment to be carried out for the premises
- Designated hand washing basin to be installed in decontamination room
- Ensure informed consent is always obtained and recorded in patient records.

## 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
- Comprehensive policies and procedures that were recently reviewed and version controlled.

# Quality of Management and Leadership



## Overall Summary

The registered manager was visible, and we found clear reporting lines for staff and an effectively run practice. Staff were found to be adequately supported within their roles with evidence of regular appraisals.

Staff training compliance and professional obligations was generally considered to be very good however several staff required Duty of Candour training.

While we identified some improvements were needed, overall, we found the practice to be well managed.

## Where the service could improve

- Suitable checks be conducted prior to commencing employment of new staff
- Pro-active approach to gathering and analysing feedback
- Duty of Candour training for nursing staff.

## What we found this service did well

- Good compliance with mandatory training
- A range of policies were readily available to staff to support them in their work roles
- Comprehensive induction programme and continued support for staff.

## 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.

