

# Inspection Summary Report

Craig y Don Dental Practice, Betsi Cadwaladr  
University Health Board

Inspection date: 4 September 2023

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

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We found Craig y Don dental practice to be bright, clean and well maintained. We saw staff treating patients in a polite, friendly, and professional manner.

We saw arrangements 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, with safe systems in place for cleaning and sterilising equipment.

We found the practice had good leadership and clear lines of accountability. The staff team worked well together and were committed to providing a high standard of care to their patients.

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 Craig y Don Dental Practice, Betsi Cadwaladr University Health Board on 4 September 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

We found that Craig y Don 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. The practice had measures in place to promote the privacy and dignity of patients.

## Where the service could improve

- Ensure staff understand their responsibilities under the Duty of Candour
- Seek advice about implementing the ‘Active Offer’ of Welsh.

## What we found this service did well

- Pleasant, clean and well-maintained premises
- Patients were treated with respect in surgeries that preserved their dignity
- Ramps were available to enable wheelchair users to access the practice.

### Patients told us:

Patients provided us with the following comments:

*" Person centred care provider who will go the extra mile. The best dentist I have seen in years".*

*"The dental practice is well organised. The staff are knowledgeable, caring and there is a nice calm atmosphere. I am very happy with my dentist and dental care".*

# Delivery of Safe and Effective Care



## Overall Summary

We found Craig y Don 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. There was a dedicated room for the cleaning and sterilisation (decontamination) of dental instruments.

Safeguarding policies and procedures were seen to be robust and well understood, with up-to-date contact details available to staff.

We found that clinical equipment was well maintained, and that staff were appropriately trained in its use.

## Where the service could improve

- Ensure that equipment and medicines for treating medical emergencies are checked regularly and replaced as needed
- Ensure staff are formally trained in fire prevention and take part in fire drills.

## What we found this service did well

- Patient records were good and included relevant clinical information
- Good arrangements were in place for infection prevention and control.



# Quality of Management and Leadership

## Overall Summary

We found Craig y Don Dental Practice had good leadership and clear lines of accountability. The owner was also the principal dentist and registered manager. The staff team worked well together and were committed to providing a high standard of care to their patients.

## Where the service could improve

- Implement a system to review policies and procedures on a regular basis
- Improve systems for monitoring and improving the quality of service.

## What we found this service did well

- A comprehensive range of policies and procedures were in place
- Good systems were in place to ensure staff were appropriately qualified and trained
- Clear leadership with staff seen to work well together 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.

