

Inspection Summary Report

{my}dentist, Deganwy Avenue, Betsi Cadwaladr
University Health Board

Inspection date: 19 September 2023

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

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We found that {my}dentist, Deganwy Avenue offered a friendly, caring and professional service to patients.

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

Safeguarding arrangements at the practice were effective and staff were knowledgeable on the processes.

Good practice in the maintaining of staff training, employment checks and vetting. We also found suitable governance procedures in place to support the effective running of the practice

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



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 {my}dentist, Deganwy Avenue, Llandudno, Betsi Cadwaladr University Health Board on 19 September 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 {my}dentist, Deganwy Avenue was committed to providing a positive experience for patients.

All the patients who completed a HIW questionnaire rated the service provided by the dental practice as very good or good.

We observed staff greeting patients in a polite and friendly manner, both in person and on the telephone.

There were systems and processes in place to ensure patients were being treated with dignity and professionalism.

What we found this service did well

- Arrangements were in place to protect the privacy of patients, including designated areas for patients to have private conversations with staff
- Patients were treated in a caring and friendly manner within surgeries that preserved their dignity
- The practice premises was accessible.

Patients told us:

One patient provided us with the following comment:

"Very difficult to contact via telephone. Very short staffed dentist surgery so sometimes have to wait long periods between appointments."

Delivery of Safe and Effective Care



Overall Summary

We found that {my}dentist, Deganwy Avenue was meeting the relevant regulations associated with the health, safety and welfare of staff and patients.

The practice was well maintained and equipped to provide the services and treatments they are registered to deliver.

All areas were clean and free from any visible hazards.

There were satisfactory arrangements in place to ensure that X-ray equipment was used appropriately and safely.

The dental team were very knowledgeable, professional and demonstrated their understanding on where and how to access advice and guidance.

Where the service could improve

- Ensure further audits of clinical records are carried out

What we found this service did well

- The practice had been designed and finished to a good standard
- Surgeries were clean, well equipped and fit for purpose
- Designated decontamination room

Quality of Management and Leadership



Overall Summary

We found {my}dentist, Deganwy Avenue to have very good leadership and clear lines of accountability.

The day to day management of the practice was the responsibility of the practice manager, who we found to be very committed and dedicated to the role and the practice.

We saw that the staff team worked very well together and were committed to providing a high standard of care for patients.

Staff had access to appropriate training opportunities in order to fulfil their roles.

What we found this service did well

- A range of policies were readily available to staff to support them in their work roles
- Staff, both clinical and non-clinical, worked very well together as part of a team
- Well maintained staff files
- All clinical staff had attended training relevant to their roles and were meeting the Continuing Professional Development (CPD) requirements.

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 service to provide documented evidence of action taken and/or progress made.

