

Inspection Summary Report

Goodwin Partnership - Porth, Cwm Taf
Morgannwg University Health Board

Inspection date: 20 September 2023

Publication date: 21 December 2023



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

Digital ISBN 978-1-83577-306-2
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We found the practice was committed to supporting their patients and treating them with dignity and respect.

We found the premises very clean, well maintained, and furnished and decorated to a good standard.

We found that staff worked hard to ensure safe and effective care for their patients' needs and found the practice reacted well to patient feedback.

Overall, we saw appropriate systems to support the delivery of safe and effective care for patients. However, we found some areas for improvement around the detail recorded in patient records.

We found a good amount of patient information available and saw that a bi-lingual service was provided. Patient feedback received by HIW was very positive.

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 Goodwin Partnership - Porth, Cwm Taf Morgannwg University Health Board on 20 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

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 patients said it was 'very easy' or 'fairly easy' to get an appointment when they need one.

There was a good range of information throughout the practice and patients said they were given enough information to understand the treatment options available along with their risks and benefits.

Where the service could improve

- Consider how information can be made available in formats that consider the needs of patients with reading difficulties.

What we found this service did well

- All respondents who completed a HIW patient questionnaire rated the service as 'very good'
- Positive attempts to promote the 'Active offer' for patients wishing to speak in Welsh
- Positive action on feedback from patients with 'You said, we did' displayed on information screens.

Patients told us:

Patients provided us with the following comments:

"Really good practice, understands my needs and makes adjustments for me. Great staff."

"I have been with this practice for 40 years plus. Everyone has always been so good."

Delivery of Safe and Effective Care



Overall Summary

We saw the dental practice 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.

We found good compliance with fire safety precautions but saw that a fire exit sign required repositioning to provide patients with better evacuation guidance in event of a fire.

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

Where the service could improve

- We recommend the registered manager positions fire exit signs so they are visible when the surgery door is closed
- The registered manager must ensure that patients' preferred choice of language and oral cancer screening that is carried out is consistently recorded in the patient records.

What we found this service did well

- Figures for patients who 'failed to attend' are analysed to identify potential safeguarding issues
- Good decontamination system in place with dedicated decontamination nurse
- Safeguarding notice board making all necessary information easily accessible.

Quality of Management and Leadership



Overall Summary

The registered manager was visible, 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.

We saw a good induction process in place with checklists and images to reinforce recognition of equipment used and understanding of processes. We found compliance with staff training and professional obligations was very good.

We saw evidence of a suitable complaints process in accordance with the practice policy.

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

What we found this service did well

- Good range of training for staff and good compliance with mandatory training
- A range of policies were readily available to staff to support them in their work roles
- Comprehensive range of audits with aim to continually improve standards.

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.

