

Inspection Summary Report

Nicola Taaffe at West Grove dental practice,
Cardiff

Inspection date: 3 October 2023

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

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We found that Nicola Taaffe at West Grove dental practice was committed to providing a positive experience for their patients.

We found that the practice was well maintained and organised. Dental surgeries were clean, well equipped and fit for purpose.

All areas were seen to be clean, tidy and free from any visible hazards.

We found that the practice had good leadership and clear lines of management. The owner, who was also the principal dentist and registered manager, was supported by an effective practice manager.

We observed an established team that worked well together.

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 Nicola Taaffe at West Grove dental practice, Cardiff on 3 October 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 that Nicola Taaffe at West Grove 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.

In response to a HIW questionnaire, overall comments were positive. All respondents rated the service as ‘very good’ or ‘good’.

Where the service could improve

- Show patients that their feedback is acted upon.

What we found this service did well

- Clean, pleasant and well-maintained environment
- Good provision of information to patients, including via a website
- Adjustments made to assist wheelchair users and patients with mobility difficulties.

Patients told us:

Patients provided us with the following comments:

“Excellent practice, clean, helpful and knowledgeable staff.”

“Always treated as an individual, personal touches are very important to me and my family, hence staying with this practice for over 20 years.”

“Excellent friendly care throughout.”

Delivery of Safe and Effective Care



Overall Summary

We found that the practice was well maintained and organised. Dental surgeries were clean, well equipped and fit for purpose.

We found that staff followed clear procedures to ensure dental instruments were decontaminated, and that medical equipment was tested and checked regularly.

All areas were seen to be clean, tidy and free from any visible hazards.

Where the service could improve

- More detailed information when completing patient records
- Carry out fire evacuation drills
- Ensure the door to the cellar can be locked.

What we found this service did well

- Comprehensive range of policies and procedures in place to ensure the safe and effective care of patients
- Clinical equipment was well maintained with good records kept
- Appropriate measures in place for the safe conscious sedation of patients.



Quality of Management and Leadership

Overall Summary

We found that the practice had good leadership and clear lines of management. The owner, who was also the principal dentist and registered manager, was supported by an effective practice manager.

We found that the practice manager was committed to providing a high standard of service, for both patients and staff. We observed an established team that worked well together.

What we found this service did well

- Effective use of an electronic system to maintain policies and procedures
- Staff records and training compliance were complete and well managed
- Regular staff meetings.

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.

