

# Inspection Summary Report

Compton House Dental Practice, Cwm Taf  
Morgannwg University Health Board

Inspection date: 04 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 staff worked hard to treat their patients with kindness, dignity, and respect throughout the inspection.

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

We saw level access into the premises for wheelchair users with two surgeries located downstairs, providing easy access to treatment for patients with mobility issues.

We found the practice worked hard to ensure safe and effective care for their patients' needs and they 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 large amount of patient information available in Welsh and English and saw good systems in place to provide a bilingual service.



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.

Patient feedback received by HIW was generally positive although one patient did comment that it could be difficult getting timely appointments for treatment.

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 Compton House Dental Practice on Cwm Taf Morgannwg University Health Board on 04 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

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 most patients said it was easy to get an appointment when they need one.

There was a good range of information throughout the practice in both Welsh and English with some staff able to provide treatment in Welsh. Patients said they were given enough information to understand the treatment options available along with their risks and benefits.

## Where the service could improve

- Blinds to be fitted to surgery windows to preserve patient dignity and respect during hours of darkness
- General Dental Council registration numbers to be clearly displayed
- Consider how information can be made available in other formats that considers the needs of patients with reading difficulties.

## What we found this service did well

- Online portal enables patients to provide personal information prior to their appointment
- Use of an 'exemption sheet' allowing patients to indicate their financial situation non-verbally
- Appropriate lighting adjustments for autistic and neuro-divergent patients, coloured doors for dyslexic patients and appointments later in the day for the elderly.

**Patients told us:**

Patients provided us with the following comments:

"Always find members of staff friendly informative and after a lifetime of fearing the dentist I no longer feel like this as I am put at ease."

"I have been registered here for many years and the staff have come and gone and the service remains. It is beyond good. It is professional, entertaining and excellent."

# 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 only one first aid appointed person and therefore required additional cover be arranged for times when they are absent.

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.

We found dental records lacked detail and several checks had not been recorded in the patient notes.

## Where the service could improve

- To install fire exit signs in first floor waiting area
- Recommended checklists to be used to prevent wrong tooth extraction.

## What we found this service did well

- Good compliance with radiography policies and procedures and information for patients regarding the risks and benefits of x-rays
- Good safeguarding procedures evident with referral flow charts available throughout the practice.

# 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.

We saw a good induction process in place in line with British Dental Association (BDA) recognised format. We found compliance with staff training and professional obligations was generally good although there were some staff who needed to complete infection control and Duty of Candour training.

We were told that staff from a sister practice can be utilised in the event of any staffing shortages.

We saw evidence of a suitable complaints process in accordance with the practice policy, and that adjustments had been made because of patient feedback.

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

## Where the service could improve

- Staff to complete Duty of Candour training
- Re-install suggestions box in patient waiting area to encourage feedback.

## What we found this service did well

- We found the practice was well led with good relationships with other local healthcare services
- A range of policies were readily available to staff to support them in their work roles
- Comprehensive range of audits and use of quality improvement training tools with an 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.

