

Inspection Summary Report

Woods Dental Practice, Swansea Bay University
Health Board

Inspection date: 24 October 2023

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

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Overall, we found Woods Dental Practice was committed to providing a caring, professional and positive service to their patients.

We found patient rights were being upheld and equality of access maintained. There was good access to facilities on the ground floor, for patients requiring use of a wheelchair or those with reduced mobility.

The team strived to provide patients with a high standard of safe and effective care in an environment that was clean, tidy and free from visible hazards.

Management and leadership appeared robust. Staff had clear reporting lines and a dedicated practice team who had a clear vision for the future of the practice. Staff had access to appropriate training opportunities to fulfil their professional obligations and career advancement.

Whilst we identified a small number of improvements required, overall, we found the practice to be well managed.

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 of Woods Dental Practice, Swansea Bay University Health Board on 24 October 2023.

Our team for the inspection comprised of two HIW Senior 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 Woods Dental Practice worked hard to provide a caring, professional and positive service to their patients. Patient responses received through HIW questionnaires were generally positive, with respondents rating the service as 'good' or 'very good'.

There was a range of information available to patients to assist them with improving their oral health and hygiene. However, this material was only available in English.

We found patient rights were being upheld and equality of access maintained. There was good access to facilities for patients requiring use of a wheelchair or those with reduced mobility. There was ramp access, a large reception area, accessible toilet and treatment room situated on the ground floor. There was also an area for children in the one waiting room.

It was clear the practice was committed to maintaining the privacy of patients. However, we noted that the main reception window was large but not frosted and there was not a privacy screen or curtain to prevent passers-by from being able to see patients in the downstairs waiting area. We considered this did not preserve the privacy and dignity of all patients.

Where the service could improve

- Take account of language needs of a patient when providing written information or leaflets
- Provide an effective 'Active offer' to patients
- Provide privacy glass or screen in reception to preserve the privacy and dignity of patients.

What we found this service did well

- Confidentiality was effectively maintained
- Patients were seen in a timely manner
- Patients equality and rights were being upheld.

Patients told us:

"Permanent professional doctors offer a highly effective service, temporary appointed doctors offer a mixed service (2016 and later)."

"I was very happy with the service provided by the dentist."

"It was a great service."

"It was friendly, nice and relaxed and everything was my choice."

"Dentists and hygienists always explain treatment options. I would recommend the practice as the service is superb."

"I am out of area and had an emergency. They were able to see me when other practices were dismissive as post a bank holiday. They asked and ensured they had full understanding of my needs and history including being a nervous patient. The dentist I saw had taken note of this and put me at ease and explained each step of their actions. I was very impressed!"

"Excellent reception staff."

"Woods dental is an extremely well-run dental practice. Staff are friendly and courteous."

"It always feels a bit of a rush with my dentist. One dentist wasn't very relaxed and made me stressed then transferred me to another dentist who was much better."

Delivery of Safe and Effective Care



Overall Summary

Overall, we found the staff team were dedicated and committed to providing patients with safe and effective care in an environment that was clean, tidy and free of visible hazards. Surgery rooms were of a good size and well equipped.

Infection, prevention and control (IPC) and decontamination were all found to be of an acceptable standard. Medications on site were being managed effectively and we found comprehensive medication management policies in place. All emergency medication was stored correctly and checked thoroughly on a regular basis.

Patient medical records were found to be generally of a good standard. However, whilst areas of good practice were noted, we did identify a number of issues in relation to recording language choice, radiograph clinical findings not always being recorded and treatment options not always being discussed.

Staff were aware of their responsibilities for the acceptance, assessment, diagnosis and treatment of patients.

Where the service could improve

- Undertake fire risk assessments using a professional body or assessment tool
- Display the safeguarding flowchart in prominent areas for staff
- Display risks and benefits of exposures in a prominent area
- Ensure comprehensive patient records are maintained.

What we found this service did well

- Local safety standards for invasive procedures were being followed
- Clinical rooms contained appropriate equipment for the safety of patients
- Comprehensive safeguarding policies and procedures
- Compliance with infection control.

Quality of Management and Leadership



Overall Summary

Leadership and management at Woods Dental Practice was robust. We found staff had clear reporting lines and a dedicated practice management team who had a clear vision for the future of the practice. The staff team worked very well together and were committed to providing a high standard of care for their patients.

There was evidence of a comprehensive induction process, with good compliance to staff recruitment procedures.

Staff had access to training opportunities to fulfil their professional obligations and career advancement. Compliance with mandatory training and annual appraisals was very good. Team meetings were taking place with the relevant team leads. Whole practice meetings were also taking place regularly and feedback via minutes for those absent.

Staff facilities were adequate although some areas required updating. Flooring within staff only areas should be considered for replacement. The flooring was fraying and threadbare in places.

The practice was also required to display the results of patient feedback by way of a 'You Said, We Did' board in the patient waiting rooms to demonstrate changes to the practice as a result of ideas and suggestions from patients.

Where the service could improve

- Ensure all staff undertake Duty of Candour training
- Ensure patients understand how complaints will be resolved
- Implement a 'You said, We did' board to display outcomes of feedback

What we found this service did well

- Good leadership and clear lines of accountability
- Comprehensive induction programme
- Good compliance with mandatory training and annual appraisals
- Effective quality improvement activities.

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.

