

Inspection Summary Report

Whitehouse Dental Clinic, Cwm Taf Morgannwg
University Health Board

Inspection date: 13 November 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, spacious and decorated to a good standard.

We found two surgeries located downstairs, providing easy access to treatment for patients with mobility issues. However, we found the patient toilet unsuitable for wheelchair users.

We found the practice worked hard to ensure safe and effective care for their patients' needs and had suitable safeguarding processes in place.

Overall, we saw a suitable system for ensuring patient records were managed and stored securely. However, we found some areas for improvement around the detail recorded in patient records.

We found a range of patient information available although there was limited provision for patients with reading difficulties and for those whose first language was not English.



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 positive with all respondents rating the service as 'very good.'

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 Whitehouse Dental Clinic, Cwm Taf Morgannwg University Health Board on 13 November 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 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 staff took pride in the quality of service they provided and wanted to make attending the practice a pleasant experience. We found the practice provided comprehensive care acting in the patients' best interest.

We found the practice made efforts to accommodate unscheduled emergency treatment on the same day with emergency slots scheduled for the dentists in both mornings and afternoons. Patients said it was easy to get an appointment when needed.

There was a range of information throughout the practice including an up-to-date statement of purpose. However, the patient information leaflet had some omissions, notably information relating to dealing with complaints and seeking patient feedback.

We found a ramp had been installed at the rear for wheelchair access however the patient toilet facilities were not considered accessible due to a step, manoeuvring difficulties, lack of handrails and emergency call aids.

Where the service could improve

- Update the patient information leaflet to ensure compliance with the regulations
- Implement the 'Active Offer' of the Welsh language to patients and arrange an appropriate translation service
- 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

- Positive action as a result of COVID-19 to change patient seating to enable better infection prevention and control

- Scheduling emergency slots in dentists' schedules gave easy access for patients requiring urgent treatment
- Ramp installed at rear to provide wheelchair access.

Patients told us:

Patients provided us with the following comments:

"Extremely efficient and caring practice."

"It's a lovely practice, very clean and tidy. All staff are very friendly."

" Polite, professional and efficient."

Delivery of Safe and Effective Care



Overall Summary

We found the dental practice to be well maintained with spacious, well lit, air-conditioned treatment rooms. Patient areas were decorated and furnished to a good standard. However, staff areas required some attention to resolve potential infection control and prevention risks.

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 appropriate procedures in place for dealing with waste produced by the practice, and suitable arrangements in relation to substances subject to Control of Substances Hazardous to Health (COSHH) regulations.

We found a suitable system for managing emergency medicines and equipment and all staff had completed resuscitation training within the last year.

We saw policies and procedures in place in relation to safeguarding children and adults with an appointed safeguarding lead in place. The practice had access to the All-Wales safeguarding app to ensure they had up-to-date guidance.

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

Where the service could improve

- Portable Appliance Testing to be conducted as noted in the fire risk assessment
- Fire drills that are carried out are to be recorded in the fire safety logbook
- Clinical audit of X-rays to be conducted
- Greater consistency in recording the details in patient dental care records.

What we found this service did well

- Designated staff changing area with lockers to store personal belongings
- Up to date infection control and prevention policy with an infection control lead appointed and cleaning schedules located throughout the practice

- Fire risk assessment conducted within the last year with fire equipment maintenance contract in place, and weekly checks conducted
- Good treatment options, with thorough investigations and discussions with patients

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 recruitment policy which set out all the documentation that must be available in respect of staff employed at the practice. However, we found no formal induction process in place.

We found various arrangements in place for seeking feedback from patients, which was analysed to identify areas for improvement.

We saw up-to-date complaints procedures in place for both private and NHS patients with the complaints manager details and timescales. However, there were no details signposting patients to advocacy services.

We found the Duty of Candour policy was brief and in need of development to ensure it provided sufficient guidance and set out staff responsibilities. We found staff had a fair understanding of Duty of Candour, but the team had not all completed training on the subject.

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

Where the service could improve

- Policies to be consistently dated
- Include contact details for advocacy services in the complaints procedure
- To implement system for sharing patient safety incident information with other NHS bodies
- Conduct a records audit.

What we found this service did well

- Good compliance with mandatory training, with some nurses trained for extended duties such as fluoride application and dental radiography

- A range of policies were readily available to staff to support them in their work roles with a good filing system making them easy to locate when required.

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.

