

Inspection Summary Report

Celtic Dental Practice

Inspection date: 15 November 2023

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

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We found the practice provided patients with dignified and respectful care by providing an individualised service to patients and seeing patients in a timely manner. This was supported by what patients told us in the HIW patient questionnaire.

We found a clean and tidy practice internally and externally, we saw there was also an appropriate assessment of the risks associated with the care being provided. We saw areas for improvement around Infection, Prevention and Control and decontamination as well as the detail included in patient records. We noted the practice safeguarding procedures were compliant and business continuity plans were satisfactory.

We heard from staff their enjoyment at working in the practice and we saw staff meetings that took place regularly, all mandatory training having been undertaken by staff and professional obligations all in place for the staff records we reviewed. We noted improvements on the assessment of risk around missing pre-employment checks for long standing staff members, on the collection of patient feedback and we noted some audits required completion.

These 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 Celtic Dental Practice on 15 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

- We found the practice provided patients with dignified and respectful care by communicating with them through their chosen language, providing an individualised service to patients and seeing patients in a timely manner. This was supported by what patients told us in the HIW patient questionnaire and some patients informed us they didn't know how to access urgent dental care.

Where the service could improve

- The information available to patients regarding access to urgent dental care.

What we found this service did well

- Patients were seen in a timely manner and emergency appointments were appropriately triaged
- Supporting patients through the language of their choice wherever possible
- Patients rated the service they received as 'very good' (30/34) or 'good' (4/34).

Patients told us:

"Always very attentive and polite. Good receptionists"

"Very friendly staff, lovely atmosphere"

"Excellent practice"

We asked what could be done to improve the service. Comments included the following:

"Disappointed that is no longer a NHS practice. With all expenses across health to come etc it is a serious consideration to totally embrace paying so much for access to dental care"

"No NHS option for children"

Delivery of Safe and Effective Care



Overall Summary

- We found a clean and tidy practice internally and externally, we saw there was also an appropriate assessment of the risks associated with the care being provided. We saw areas for improvement around Infection, Prevention and Control and decontamination as well as the detail included in patient records. We noted the practice safeguarding procedures were compliant and business continuity plans were satisfactory.

Where the service could improve

- Ensure robust and routine checks on emergency equipment
- The storage of clinical and cleaning equipment
- The testing of equipment for decontamination and the layout for the process to take place safely
- Areas of patient records required strengthening.

What we found this service did well

- Clean and tidy practice
- Risk assessments were detailed and up to date.

Patients told us:

“Completely confident in the cleanliness”

Another patient said:

“No masks on staff today”

Quality of Management and Leadership



Overall Summary

- We heard from staff their enjoyment at working in the practice and we saw staff meetings that took place regularly, all mandatory training having been undertaken by staff and professional obligations all in place for the staff records we reviewed. We noted improvements on the assessment of risk around missing pre-employment checks for long standing staff members, on the collection of patient feedback and we noted some audits required completion.

Where the service could improve

- Conduct a team development exercise, such as that provided by Health Education and Improvement Wales (HEIW)
- Assess the risk of missing pre-employment information for long standing staff members
- Develop a system for the collection and publication to patients of feedback.

What we found this service did well

- Staff training records were up to date and all staff compliant with mandatory requirements
- Staff meetings were routine and minutes taken.

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.

