

# Inspection Summary Report

Woodfield Street Dental Practice, Swansea Bay  
University Health Board

Inspection date: 27 November 2023

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

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Overall, we found that Woodfield Street Dental Practice offered a friendly, caring and professional service to patients.

It was clear that practice staff worked well together and were committed to providing patients with a positive experience when attending for their appointments. This is reflected in the completed patient questionnaires.

Various policies and procedures were in place. All were up to date and reviewed annually.

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 Woodfield Street Dental Practice, Swansea Bay University Health Board on 27 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

It was clear that staff at Woodfield Street Dental were committed to giving patients a positive experience when visiting the practice.

All 35 patients who completed a HIW questionnaire rated the service provided by the dental practice as very good or good.

We observed staff greeting patients in a polite and friendly manner, both in person and on the telephone.

## Where the service could improve

- Practice manager to enquire with health board regarding accessing the translation service for use in the practice.
- The practice should provide more patient information bilingually in the waiting area.

## What we found this service did well

- Patients were treated in a caring and friendly manner.
- Patients provided very positive feedback, informing us that staff treated them with dignity and respect.

### Patients told us:

Patients provided us with the following comments:

*“Have been attending here for over 30 years. Never had any problems.”*

*“I find this dental practice both friendly and efficient.”*

# Delivery of Safe and Effective Care



## Overall Summary

We saw the practice premises was well maintained, both internally and externally.

Both communal and clinical areas were also kept clean and tidy, and we saw evidence of various policies and procedures in place for infection control at the practice.

HIW reviewed effective arrangements in place to ensure that X-ray equipment was used appropriately and safely.

The dental team were very knowledgeable, professional and demonstrated their understanding on where and how to access advice and guidance.

## Where the service could improve

- Practice to provide evidence of actions taken in order to ensure teeth whitening products are stored separate to staff food and drink

## What we found this service did well

- Posters on the back of the door in patient toilets, listing contact details for victim support, mental health support and to report safeguarding concerns
- Surgeries were clean, well equipped and fit for purpose.



# Quality of Management and Leadership

## Overall Summary

We saw evidence of good leadership and clear lines of accountability in place at Woodfield Street Dental Practice.

The practice had a range of written policies in place, which were readily available to staff to support them in the work roles. All policies were up to date and were annually reviewed.

## What we found this service did well

- A range of policies were readily available to staff to support them in their work roles.
- Staff, both clinical and non-clinical, worked very well together as part of a team.

## 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.

