

Inspection Summary Report

Morgan Street Dental practice, Cwm Taf
Morgannwg University Health Board
Inspection date: 29 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 care was being delivered safely and to meet the needs of their patients. We found patients were treated with dignity and respect throughout their patient journey and we saw suitable amounts of information available to patients around the practice. We were also told how online translation tools had proved useful recently in the treatment of Ukrainian refugees.

We saw comprehensive policies and risk assessments in place to support the effective management of health and safety. However, we observed some improvements were required in the storage of clinical waste. Clinical records were kept to an appropriate standard, though some improvements were observed in the follow-up of referrals. The clinical equipment was in good condition and sterile with suitably trained staff operating the equipment.

We observed friendly and knowledgeable staff and good records of staff meetings. We noted an open approach to feedback but found improvements were required on the assessment of risk around missing pre-employment checks for long standing staff members.

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 Morgan Street Dental Practice, Cwm Taf Morgannwg University Health Board on 29 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 patients were treated with dignity and respect throughout their patient journey. We found suitable amounts of information available to patients around the practice and we saw appointments being managed in an effective manner. We were told how online translation tools had proved useful recently in the treatment of Ukrainian refugees and we noted a zero-tolerance approach to bullying, harassment and discrimination.

What we found this service did well

- Patients told us they were treated with dignity and respect
- Support to meet the needs of non-native English speakers.

Patients told us:

“Great customer service, go above and beyond to care for my needs every time I visit.”

“I have been coming to Morgan Street for over 20 years and am always impressed by the friendly service and information provided. The newly refurbished surgery is a great improvement too.”

“Excellent care and expertise in my treatment.”

“Staff very friendly, helpful, understanding and go above and beyond.”

Delivery of Safe and Effective Care



Overall Summary

- We found a safe and well-maintained practice delivering effective care for patients. We saw comprehensive policies and risk assessments in place to support the effective management of health and safety. However, we observed some improvements were required in the storage of clinical waste. Clinical records were kept to an appropriate standard, though some improvements were observed in the follow-up of referrals. The clinical equipment was in good condition and sterile with suitably trained staff operating the equipment.

Where the service could improve

- The registered manager must ensure clinical waste is stored appropriately
- The registered manager must ensure patient referrals are followed up in a timely manner.

What we found this service did well

- All equipment was in good condition, including those for use in an emergency
- Decontamination processes were satisfactory
- The management of radiographic treatments.



Quality of Management and Leadership

Overall Summary

- We found the leadership arrangements in place to be supportive for the effective running of the practice. We observed friendly and knowledgeable staff and good records of staff meetings. We noted an open approach to feedback but found improvements were required on the assessment of risk around missing pre-employment checks for long standing staff members. We also saw improvements were required on audits of antibiotic prescribing and the practice complaints procedure.

Where the service could improve

- Conduct a team development exercise, such as those provided by Health Education and Improvement Wales (HEIW)
- Assess the risk of missing pre-employment information for long standing staff members.

What we found this service did well

- Friendly, knowledgeable and engaging staff members
- Good evidence of staff confidence in practice leadership
- Relevant and above mandatory levels of training and qualifications
- An open approach to feedback.

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.

