

Inspection Summary Report

PD Care Limited, Cardiff and Vale 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 staff at PD Care Limited to be committed to providing a friendly, professional and positive service to their patients, in an environment that was clean, tidy and free of visible hazards.

From observations and discussions, it was evident that the practice was committed to ensuring the privacy and dignity of patients was maintained.

There was good level access to all facilities for patients requiring use of a wheelchair or those with reduced mobility.

Management and leadership appeared robust. The management and staff 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 some improvements required, overall, we found a well-managed practice.

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 PD Care Limited, Cardiff and Vale University Health Board on 29 November 2023.

Our team for the inspection comprised of two HIW Senior Healthcare Inspectors and a Dental Peer Reviewer. The inspection was lead by a HIW Senior Healthcare Inspector.

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

PD Care Limited was committed to providing a caring and positive service to their patients. Patient responses received through HIW questionnaires were mostly positive, with all respondents rating the service as ‘very good’ or ‘good’.

We found patient rights were upheld. There was a ramp or steps to access the practice, ensuring those with mobility issues could access the practice with ease.

Whilst the setting was quite small, we saw that staff maintained patient confidentiality as far as reasonably practicable. We observed care undertaken in a manner that preserved the dignity of the patients.

There was a range of information available to the practice patients to enable them to improve their oral health, much of which was bilingual. We found staff at the practice spoke a variety of languages including one Welsh speaker. Staff understood the importance of speaking to patients in their preferred language to support good healthcare.

What we found this service did well

- Staff were aware of the ‘Active Offer’ and ensured patients knew they could receive care in the language they preferred
- Patients were seen in a timely manner
- Confidentiality was maintained as far as reasonably practicable
- Clean and pleasant environment.

Patients told us:

“Since the practice has been taken over recently the standard of service and empathy to patients has exceeded all expectations.”

“Reception and dental staff all polite and helpful with all aspects of care.”

“Staff are lovely, very helpful.”

“Very efficient. Polite receptionists.”

“Very understanding and helpful.”

“Wonderful dentist.”

Delivery of Safe and Effective Care



Overall Summary

Overall, we found staff at PD Care to be extremely dedicated and committed to providing patients with safe and effective care. Treatments took place across one floor ensuring all patients, including those with mobility issues, could easily access the service. The environment was clean, welcoming and free of visible hazards. Surgery rooms were of a good size and were well equipped.

Infection, prevention and control (IPC) and decontamination standards were good. We found a comprehensive medication management policy in place. However, whilst emergency medication was being stored within the emergency grab bag, we found this was not secure. Staff immediately moved this to a secure and easily accessible location.

Comprehensive risk assessments were in place and we found adequate arrangements regarding the safeguarding of vulnerable adults and children.

Staff were aware of their responsibilities for the assessment, diagnosis and treatment of patients. We found patient records were generally of a good standard. However, whilst areas of good practice were noted, we did identify a small number of issues in relation to recording prescriptions, language choice and countersigning of medical history not always being recorded.

Immediate assurances

- All equipment necessary for the resuscitation of patients was not available at the setting
- There was not an assigned, suitably trained, first aider at the practice
- Staff had not been appropriately trained in fire safety and prevention
- Fire drills and checks of fire safety equipment had not been carried out
- Clinical audits had not been conducted.

Where the service could improve

- Ensure sharps boxes are securely fixed in treatment rooms
- Display the safeguarding flowchart in prominent areas for staff
- Ensure comprehensive patient records are maintained.

What we found this service did well

- Comprehensive safeguarding policies and procedures
- Clinical rooms were suitably equipped for the safety of patients
- Compliance with requirements under Ionisation Radiation (Medical Exposure) Regulations (IR(ME)R) (2017)
- Compliance with IPC and decontamination procedures.



Quality of Management and Leadership

Overall Summary

PD Care Limited had clear lines of reporting and accountability. It was clear that there was a dedicated management team who understood what was necessary to support staff to achieve the practice vision for the future.

Whilst this was an established practice under new management, some processes required embedding further. The staff worked well together and were committed to providing a high standard of care to the patients.

Staff were supported to fulfil their professional obligations, including opportunities to upskill, to enable career advancement. Compliance with mandatory training and annual appraisals was very good.

Informal team meetings were taking place, however more formal meetings with a set agenda were in the process of being arranged.

Where the service could improve

- Ensure all staff undertake Duty of Candour training
- Implement a 'You said, We did' board to display outcomes of feedback.

What we found this service did well

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

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.

