

Inspection Summary Report

Sparkle Dental Centre, Aneurin Bevan
University Health Board

Inspection date: 28 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 staff at Sparkle Dental Centre were committed to providing a positive experience for their patients. All respondents to the HIW questionnaire who provided an opinion rated the service as 'very good' or 'good'.

We found the practice to be well maintained and organised. Dental surgeries were well-equipped and fit for purpose, other than one issue identified with X-ray equipment in Surgery 2.

We found the practice to have clear and effective procedures to ensure that dental instruments were decontaminated and sterilised.

We found that Sparkle Dental Centre had clear lines of accountability, with the owner and practice manager committed to providing a high standard of care.

Staff records were well-maintained, and we saw evidence of up-to-date training, in line with regulatory requirements.

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 at Sparkle Dental Centre, Aneurin Bevan University Health Board on 28 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 staff at Sparkle Dental Centre were committed to providing a positive experience for their patients. We observed staff treating patients in a polite, friendly and professional manner both in person and on the telephone.

All respondents to the HIW questionnaire who provided an opinion rated the service as 'very good' or 'good'.

Where the service could improve

- Implement the 'Active Offer' of Welsh language
- Ensure all staff understand their responsibilities under the 'Duty of Candour'
- Improve how patient feedback is collected and acted upon.

What we found this service did well

- Pleasant, welcoming environment
- Good arrangements to maintain privacy and dignity of patients
- Useful information provided to patients in clinical and waiting areas.

Patients provided us with the following comments:

"The team are professional, caring and you always feel nothing is too much trouble. They provide an excellent service."

"Great staff and practice very pleased with treatment and care given."

"From the first appointment to last I have found Sparkle to be very professional and have never had to call back after treatment."

Delivery of Safe and Effective Care



Overall Summary

We found the practice to be well maintained and organised. Dental surgeries were generally well-equipped and fit for purpose.

We found the practice to have clear and effective procedures to ensure that dental instruments were decontaminated and sterilised.

Where the service could improve

- A control unit for the X-ray equipment in Surgery 2 was found to be damaged. We directed the practice to take the unit out of use immediately, until the unit could be replaced or repaired.
- Designate a member of staff to act as a lead on Infection prevention and control
- Carry out fire evacuation drills and review fire safety signage

What we found this service did well

- Good compliance with mandatory training requirements for staff
- Appropriate arrangements in place to deal with medical emergencies.



Quality of Management and Leadership

Overall Summary

We found that Sparkle Dental Centre had clear lines of accountability, with the owner and practice manager committed to providing a high standard of care.

Staff records were well-maintained, and we saw evidence of up-to-date training, in line with regulatory requirements.

Where the service could improve

- Ensure staff have regular formal appraisals
- Have a system to ensure policies and procedures are reviewed regularly.

What we found this service did well

- Appropriate procedures in place for the recruitment of staff
- Good monitoring of staff training requirements.

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.

