



Powys Teaching Health Board

In 2018 - 2019 we inspected two general practices, an independent dental practice and a community mental health service as part of our national review of Community Mental Health Teams.

Overall we found that patients across primary care services received good quality care and treatment. Patient and staff interactions were good, demonstrating courtesy and dignity at all times. Staff told us they were well supported by colleagues within the practice and the appropriate supportive structures were in place.

Areas that could be improved included, information provision regarding the complaints process and, in a practice recently taken over by the health board, it was found that the sharing and learning from serious incidents or patient safety issues needed to be formalised.

Our only dental inspection here in 2018-2019 was Yvonne Wood Dental Hygiene, an independent practice in Welshpool. This was an outstanding inspection with no areas of improvements identified.

During our inspection at the CMHT building at The Hazels, Llandrindod Wells Service user feedback was very positive about the whole team. Staff were involved in the formulation of care and treatment plans and Service user assessments were conducted in a timely manner. We did, however, find that the building was in a very poor state of repair, and was in need of significant work to ensure it was fit for purpose. We also found that integrated working between the health board and local authority was fragmented which impacted upon the day-to-day working of the CMHT and was in need of improvement.

Community Mental Health

We inspected The Hazels Community Mental Health Team, Llandrindod Wells

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| ✓ Service user feedback was very positive about the whole team | ✗ The building is in need of refurbishment and repair |
| ✓ Staff were involved in the formulation of care and treatment plans | ✗ Improvements needed for arrangements to transport service users to hospital |
| ✓ Service user assessments were conducted in a timely manner | ✗ Administration of the Mental Health Act documentation |
| ✓ Staff were committed to providing a positive experience for service users in the difficult working environment | ✗ Elements of care documentation can be improved |
| ✓ Staff were able to provide some specialist services to service users therefore reducing the waiting time to receive treatment. | ✗ Integrated working between the health board and local authority could be improved |
| | ✗ Sharing of information regarding complaints, concerns and incidents between the health board, local authority and staff. |

GP

We inspected the Presteigne Medical Practice and the Welshpool Medical Practice

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| ✓ No immediate assurance letters issued | ✗ Better information provision needed regarding the complaints process |
| ✓ Positive and friendly interactions between staff and patients | ✗ Improvements to appointments process for patients with long term health conditions and regular clinics must be managed in a timely way |
| ✓ Supportive structure for staff | ✗ Ensure that learning from significant events and safety incidents is appropriately shared and discussed by all staff within the practice |
| ✓ Good standard of record keeping overall | |

Dental

We inspected one independent dental practice

- ✓ Safe and effective care to their patients in a pleasant environment with friendly, professional and committed staff
- ✓ Patients very happy with the service they received according to our feedback
- ✓ Well run practice and that meets the relevant regulations to ensure the health, safety and welfare of staff and patients
- ✓ Evidence of various maintenance contracts to ensure the environment and facilities were safe and well maintained
- ✓ Infection control procedures were aligned to the relevant guidance and audit tools
- ✓ We found the practice to have good leadership and clear lines of accountability