

**General Dental Practice  
Inspection [Announced]  
Powys Teaching Health  
Board  
Rhayader Dental Practice**

**11 March 2015**

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## 1. Introduction

Healthcare Inspectorate Wales (HIW) completed an announced inspection to Rhayader Dental Practice at Hafan Resource Centre, Maes Y Deri, Rhayader, LD6 5DG within the area served by Powys teaching Local Health Board on 11<sup>th</sup> March 2015.

During the inspection we considered and reviewed the following areas:

- Patient experience
- Delivery of Standards for Health Services in Wales
- Management and leadership
- Quality of environment

## 2. Methodology

HIW inspections of General Dental Practices seek to establish how well practices meet the standards in *Doing Well, Doing Better: Standards for Health Services in Wales*<sup>1</sup>.

During the inspection we reviewed documentation and information from a number of sources including:

- Information held by Healthcare Inspectorate Wales (HIW)
- Interviews of staff including dentists and administrative staff
- Conversations with nursing staff
- Examination of a sample of patient medical records
- Examination of practice policies and procedures
- Examination of equipment and premises

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<sup>1</sup> Doing Well, Doing Better: Standards for Health Services in Wales came into force from 1<sup>st</sup> April 2010. The framework of standards sets out the requirements of what is expected of all health services in all settings in Wales. [www.weds.wales.nhs.uk/opendoc/214438](http://www.weds.wales.nhs.uk/opendoc/214438)

- Information within the practice information leaflet and website

At the end of each inspection, we provide an overview of our main findings to representatives of the dental practice to ensure that they receive appropriate feedback.

Any urgent concerns that may arise from dental inspections will be notified to the dental practice and to the health board via an immediate action letter. Any such findings will be detailed, along with any other recommendations made, within Appendix A of the inspection report.

Dental inspections capture a snapshot of the application of standards at the practice visited on the day of the inspection.

### 3. Context

Rhayader dental practice provides services to patients in the Rhayader area which is in mid Powys. The practice forms part of dental services provided within the geographical area known as Powys teaching Local Health Board. The practice employs a staff team which includes 2 dentists, 4 dental nurses and 1 receptionist.

A range of services are provided. These include:

- Prosthetics
- Some cosmetic dentistry
- Teeth whitening
- Gum shields
- Night guards
- Porcelain crowns / gold crowns
- Veneers
- Preventative and periodontal treatment

Rhayader Dental Practice is a mixed practice providing both private and NHS dental services. In this respect, any dentist working at the practice who is also registered with HIW to provide private dentistry will also be subject to the provisions of The Private Dentistry (Wales) Regulations 2008 and the Private Dentistry (Wales) (Amendment) Regulations 2011.

## 4. Summary

HIW explored how Rhayader dental practice meets the standards of care in the Doing Well, Doing Better: Standards for Health Services in Wales.

We identified a number of positive findings during this inspection. We made one recommendation which required immediate action and this has been dealt with but other than that, there was only one recommendation for improvement.

Patients told us unanimously that they were happy with the services provided at the practice; patients who responded to our questionnaire had been patients at the practice anywhere from 6 months to 10 years.

We found a consistently high standard of recording in patient notes which evidenced that treatment received at the practice was well planned and delivered.

We found that the practice placed great emphasis on all staff carefully following the same decontamination procedures and saw the effective use of a lead dental nurse for infection control.

The practice had safe systems in place for the use of and maintenance of radiographic equipment.

HIW found a small, cohesive team at the practice and saw evidence of strong leadership from the principal dentist / practice manager.

The practice premises and environment were clean and conducive to the provision of safe patient care with good, level access.

Overall, this inspection is notable for the fact the improvements needed are minimal, which is consistent with a practice that has a proactive approach to ensuring compliance with relevant regulations and standards.

## 5. Findings

### *Patient Experience*

**Patients told us unanimously that they were happy with the services provided at the practice; patients who responded to our questionnaire had been patients at the practice anywhere from 6 months to 10 years.**

Our main method for gathering patient views as part of this inspection was by distributing pre printed questionnaires to patients ahead of our inspection visit. Twenty were completed and returned to us.

The feedback we received was all very positive; in fact there were no negative responses. We were given permission by our questionnaire respondents to use the information they gave us and below we have included a sample of the positive comments received:

*“The dentist is always very friendly and welcoming as are the reception staff.”*

*“Always painless!”*

*“Am totally at ease visiting this dentist.”*

Patients also told us that they did not experience any long delays waiting for their appointment time.

There was a complaints procedure in place and this gave an outline of the timescales the practice would aim to follow whilst dealing with any concerns / complaints. We were told that there had been a concern raised approximately three years ago which had been resolved but none since. We did not see the records relating to this.

The practice showed us a number of thank you cards and letters which they had received from grateful patients and had kept.

We advised that they start collating all concerns and compliments in one location, in a written or electronic file and they agreed to do this.

We noticed that there was a complaints poster / sign in the main waiting area providing patients with details of how to raise a concern. As the practice provides both NHS and private dental care, they correctly had a separate complaints procedure for each. Both procedures were in need of amendment so that they correctly identified HIW as a contact in the case of a complaint from a private dental patient and so that the NHS procedure referred patients



correctly to the Public Services Ombudsman for Wales. Again, this was discussed at inspection and the practice agreed to do this.

## *Delivery of Standards for Health Services in Wales*

**We found a consistently high standard of recording in patient notes which evidenced that treatment received at the practice was well planned and delivered.**

**We found that the practice placed great emphasis on all staff carefully following the same decontamination procedures and saw the effective use of a lead dental nurse for infection control.**

**The practice had safe systems in place for the use of and maintenance of radiographic equipment.**

We inspected 8 patient records during this inspection; 5 from the principal dentist and 3 from the other dentist. We found that the quality and detail recorded was consistently of a high standard, in fact we considered those we saw to be of a noteworthy standard and found no gaps or omissions. The amount of detail recorded in notes indicated that this dental practice take great care to provide high levels of preventative care to their patients.

We saw that there was a very clear system in place for decontamination and we were happy with the safety of the system we saw. The surgeries and decontamination room were visibly very clean.

One of the dental nurses was nominated as the infection control lead and we saw records of occasions when she had observed other dental nurses carrying out the decontamination process to ensure they were correctly following procedures. We considered this supervision of standards to be another example of noteworthy practice.

A daily checklist for keeping the surgery stocked and clean was clearly displayed and evidently in use. The practice also conducted regular audits of infection control and acted promptly to rectify any concerns identified in either of these.

There was documentation to support the safe use of radiographic equipment on a daily basis.

## ***Management and Leadership***

**HIW found a small, cohesive team at the practice and saw evidence of strong leadership from the principal dentist / practice manager.**

The principle dentist was also the practice manager. The staff team of two dentists, four dental nurses and receptionist had all worked there for a number of years and there was extremely low staff turnover. We saw a content and cohesive team with well established systems and clearly defined roles and responsibilities.

Although the staff told us that they were able to discuss issues on a daily basis and frequently did so, they also had regular, formal staff meetings. We saw the book where staff meetings and minutes of the meetings were documented.

Training files were well maintained training and showed evidence of continuing professional development and certificates of evidence. All staff had recently been trained in cardiopulmonary resuscitation and emergency procedures.

There was no system for conducting annual staff appraisals where development needs could be discussed and planned. We advised the principle dentist to introduce a system of appraisal for all staff, ensuring that these are documented, dated and signed.

### ***Recommendation***

***Set up a system for annual appraisals of all staff.***

We saw maintenance records for some of the equipment in use at the practice; all were up to date and records were ordered and clear. There were clear arrangements in place to ensure that regular servicing and testing of equipment was completed in accordance with safety schedules. At present, the building is leased from the local council (and there are other business occupants using some of the upstairs rooms), however we were told that this may well change in future, at which point the dental practice will need to take ownership of all maintenance.

There was an accident book kept by the receptionist and the staff told us that they accessed occupational health support from the local health board when required.

We corresponded with the practice immediately following our inspection as we noted that one dentist had not registered with HIW for the provision of private

dental care. The practice responded promptly and we are satisfied that they are dealing with this appropriately.

## *Quality of Environment*

**The practice premises and environment were clean and conducive to the provision of safe patient care with good, level access.**

The practice is run from a local authority premises, just on the outskirts of Rhayader town centre. There was plenty of parking available outside the building. The main door to access was an automatic door; there were disabled access toilets just inside and all patient areas were on the ground floor with good level access. The door into the dental area itself was not automatic but the staff told us that they knew their patients and were usually able to anticipate if there would be someone requiring help to open this door when attending the practice.

The practice was tidy, clutter free and was visibly clean throughout; including non patient areas. The reception / dental nursing staff are responsible for all cleaning within the practice and the standards we saw demonstrated that they clearly take pride in maintaining their environment.

All paper records are stored in locked cabinets.

There were some useful information posters on the noticeboard in the waiting room and some leaflets available at reception.

## 6. Next Steps

This inspection has resulted in the need for the dental practice to complete an improvement plan in respect of Management and Leadership. The details of this can be seen within Appendix A of this report.

The improvement plan should clearly state when and how the findings identified at the Rhayader Dental Practice will be addressed, including timescales.

The improvement plan, once agreed, will be published on HIW's website and will be evaluated as part of the ongoing dental inspection process.

**Appendix A**

**General Dental Practice: Improvement Plan**

**Practice: Rhayader Dental Practice**

**Date of Inspection: 11 March 2015**

<b>Page Number</b>	<b>Recommendation</b>	<b>Health Board Action</b>	<b>Responsible Officer</b>	<b>Timescale</b>
	<b>Management and Leadership</b>			
	Set up a system for annual appraisals of all staff.	Appraisals system is already in place has been since 2008, will be updated annually for each member of staff from 1 <sup>st</sup> April 2015.	Dr Jimmy Charro	complete

**Practice Representative: Dr J Charro**

**Name (print):** .....Jimmy Charro.....

**Title:** .....Dr.....

**Signature:** ....J Charro.....

**Date:** ....16/4/15.....