

Inspection Summary Report

Andrews Denture Clinic

Inspection date: 9 May 2022

Publication date: 10 August 2022



This summary document provides an overview of the outcome of the inspection



Overall we found Andrews Denture Clinic is committed to providing a positive experience for their patients. Staff at the practice were patient focused and services were provided in a timely manner.

We found the clinic was well maintained and equipped to deliver the services and treatments they are registered to deliver.

We found five areas that required improvement. Four of these have already been completed.

There were no areas of non-compliance with the regulations identified.

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 Andrews Denture Clinic on 9 May 2022.

Our team for the inspection comprised of a HIW 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 Andrews Denture Clinic was committed to providing a positive experience for their patients. The feedback we reviewed from the clinic's patient questionnaires was positive with 16 patients rating the service they received as excellent.
- We saw changes had been made to their service provision based on government guidance. These changes enabled patients to be treated as safely as possible, with procedures in place to minimise the spread of COVID-19.
- Patient information was clearly displayed in the waiting area and services were being delivered in a timely manner for their patients.

What we found this service did well

- We concluded that the services provided by the denture clinic were being delivered in a caring and professional manner. This was evidenced by the clinic not having any recorded incidents or complaints and by the clinics questionnaires confirming that all patients said the staff were polite.

Where the service could improve

- The COVID-19 screening questions that patients are asked prior to their arrival at the clinic should be recorded on patient records.

Delivery of Safe and Effective Care



Overall Summary

- We found the denture clinic was meeting the relevant regulations and standards associated with the health, safety and welfare of staff and patients.
- The clinic appeared well maintained and well equipped to deliver the services and treatments they are registered to deliver. All areas were clean and free from any visible hazards.
- We found that fire safety arrangements were appropriate to protect staff and visitors and that patient records were being kept to a good standard.
- We made recommendations (see below) which will help to further improve the services the clinic provides. |

What we found this service did well

- The clinic had appropriate fire safety arrangements in place which were reviewed regularly to maintain a safe building for staff and visitors
- The equipment being used at the denture clinic appeared in good condition and was being maintained in line with the manufacturers' guidelines. |

Where the service could improve

- The service needs to introduce a programme of audits which will help identify any aspects of the service that could be improved
- A regulation 23 report needs to be completed, including all the areas required by this regulations and submitted to HIW
- Due to the substances used at the denture clinic a COSHH file needs to be in place and kept at the clinic
- The service needs to check the ventilation system, specifically the out flow from the treatment room into the reception/waiting area is compliant with professional standards. |

Quality of Management and Leadership



Overall Summary

- From discussions with staff we concluded that they were committed to providing a high standard of care for their patients.
- We observed a number of policies and procedures in place which were relevant to the services the denture clinic was providing. These were being reviewed regularly and stored centrally for easy access.
- Staff had access to the appropriate training opportunities in order to fulfil their professional obligations. We saw training was up to date and certificates being kept to evidence this.]

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 health board to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the health board 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 health board to confirm action has been taken in line with management responses documented in the improvement plan. We also ask health boards to provide documented evidence of action taken and/or progress made.

