

Inspection Summary Report

Crickhowell Dental Practice / Powys Teaching Health Board

Inspection date: 16 May 2022

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

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Crickhowell Dental Practice is a small, friendly dental practice located within Powys Teaching Health Board.

Overall, we found that the practice is committed to offering a positive experience for their patients, following best practice guidelines in conscious sedation for dentistry.

Staff at the practice were patient focused and emphasis was placed on providing dentistry in a friendly and professional manner.

We found a number of areas that required improvement, including audit activity and fire safety but there were no concerns that required immediate assurance.

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 Crickhowell Dental Practice, Powys Teaching Health Board on 16 May 2022.

Our team for the inspection comprised of two HIW Inspectors 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 Crickhowell Dental Practice to be a small, close-knit practice that focussed on providing a caring, friendly, and professional service for their patients.

The practice was situated within Crickhowell medical centre and provided a welcoming and pleasant atmosphere for patients.

We saw that changes had been made to the environment in line with government guidance to enable patients to be treated safely due to the recent COVID-19 pandemic. We observed staff greeting patients in a polite and friendly manner both in person and on the telephone. We noted that patient confidentiality and dignity was maintained at all times.

This is what we recommend the service can improve:

What we found this service did well

- We witnessed patients being treated in a caring and friendly manner within surgeries that preserved their dignity
- We found that the practice promoted confidentiality and saw that sensitive or confidential conversations were treated appropriately and in a private manner
- We saw that the practice had installed a TV screen on the wall of the waiting area that displayed relevant information about the practice
- We found the practice to be bright, airy and modern with a welcoming dental practice team

Where the service could improve

- Making an 'active offer' in order to encourage those patients who may wish to communicate through the medium of Welsh to do so
- Displaying information to encourage communication through Welsh and ensure written information is available bilingually
- Offering information in a variety of accessible formats
- Recommence the gathering of patient feedback

- Implement a ‘you said, we did’ information board in response to patient feedback
- Display a copy of the complaints policy
- Display GDC certificates for those professionals working at the practice.

Patients told us:

“The service could not be improved because it is already 5 star and beyond. Excellent.”

“Staff always friendly and helpful. Have been attending for the past 25 years.”

Delivery of Safe and Effective Care



Overall Summary

We identified that the practice required improvements to the fire safety arrangements in place at the practice. Specifically, the fire risk assessment was several years out of date and fire extinguishers had not been serviced within the last year as required. Additionally, we found that staff at the practice had not completed fire safety training.

Of the ten patient records that were reviewed as part of the inspection, we found that all were completed to a good standard. Notes were legible, clear and of good quality with comprehensive information about the patient and their treatment.

Crickhowell Dental Practice offers intravenous conscious sedation to their patients to help patients with dental phobia and anxiety. We found that this was provided in a highly competent and safe manner that adhered to best practice guidelines.

What we found this service did well

- Intravenous conscious sedation was carried out safely and effectively with full pre and post sedation monitoring and checks
- Dental records were written clearly and contemporaneously and contained details of patient treatment
- We found that informed consent was gained for each of the patient dental records that we reviewed
- The practice had a well-appointed decontamination room with effective infection prevention and control measures in place throughout the practice
- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment.

Where the service could improve

- Fire risk assessments must be completed, staff must undertake fire safety training and fire extinguishers and equipment must be serviced regularly
- Written confirmation should be obtained from the pharmacy for receipt of expired medications
- Display information relating to the benefits and risks associated with exposure to ionising radiation for those patients undergoing X-ray procedures

- Safeguarding training to be completed to level 3 for the Safeguarding lead of the practice.]

Patients told us:

“A professional, helpful and friendly dental practice. I am very satisfied with advice and treatment received.”

Quality of Management and Leadership



Overall Summary

Crickhowell Dental Practice has a small, committed team of staff who we witnessed working well together. All staff strived to provide high standards of care to their patients.

We saw that the practice was well organised with policies and procedures in place that met the standards and regulations for private dental practices in Wales. Documentation relating to staff information was held safely and securely and contained all the information necessary to ensure that staff were fit to work.

We saw evidence of regular team meetings. These were minuted and available for staff to view. We saw that staff were encouraged to contribute to meeting agendas in order to aid collaborative working.

We saw that appraisals were undertaken once per year and staff were encouraged to undertake further relevant training to develop their careers.

What we found this service did well

- [An enthusiastic and invested registered manager paid for General Dental Council (GDC) registration, indemnity and further courses for dental nurses at the practice in order to further develop their skills, knowledge and expertise
- Practice policies and documentation were up to date and satisfactory
- We witnessed staff working well together as part of a team.]

Where the service could improve

- [Improvement to the practice patient information leaflet in line with the regulations
- Completion of practice development tools including Maturity Matrix Dentistry and Skills Optimiser Self Evaluation Tool (SOSET) or British Dental Association's Good Practice Scheme
- Increase audit activity to include smoking cessation, record keeping and anti-microbial prescribing alongside an audit policy and schedule.]

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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.

