

Inspection Summary Report

Cyncoed Dental Practice

Inspection date: 16 May 2022

Publication date: 17 August 2022



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



Overall we found the practice is committed to providing patients with a positive experience, supporting patients to make choices about their own oral health.

We found the staff were patient focused in the delivery of its services and treatments and emphasis was placed on providing dentistry in a friendly and professional manner.

We found some areas that required improvement, including improving information recorded in patients notes for radiographs and additional audit activity. 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 unannounced inspection at Cyncoed Dental Practice 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 Cyncoed Dental Practice was committed to providing a positive experience for their patients. All of the patients who completed a HIW questionnaire rated the service they had been provided as 'very good'.
- 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.
- We found staff were delivering services for their patients in a timely and professional manner.

What we found this service did well

- Welcoming and modern environment.
- Positive patient feedback.



Patients told us:

Patients provided us with the following comments:

“I will always use this practice”

“Very patient and put me at ease”

“Always helpful and caring towards me”

Delivery of Safe and Effective Care

Overall Summary

- We found Cyncoed Dental Practice was meeting the relevant regulations and standards associated with the health, safety and welfare of staff and patients.
- The practice was modern, well maintained and well equipped to carry out the services and treatments they are registered to deliver. All areas were clean and free from any visible hazards.
- We found the arrangements in place for fire safety and medical devices and equipment were appropriate to protect staff and visitors.
- We made recommendations for patient notes to be improved and to undertake some additional audits which will help to further improve the services the practice provides.

What we found this service did well

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

Where the service could improve

- Patient records need to be reviewed and improved to ensure that patient details, including addresses are recorded. Radiographs need to be reported on in the notes. Consistent grading of basic periodontal examinations (BPEs) and radiographs need to be documented in patient records
- Additional audits should be undertaken, specifically smoking cessation and an antibiotic prescribing audit to assess compliance with current guidelines
- The registered provider must complete a Regulation 23 report and ensure the report includes all the areas required by the regulation. A copy needs to be sent to HIW.

Patients told us:

Patients provided us with the following comments:

- All patients agreed that the staff treat them with dignity and respect
- Eight out of 10 patients who completed a questionnaire felt that it was very easy to get an appointment when they needed it.
- Eight out of 10 patients who completed questionnaires felt it was very evident that the practice had Covid compliant procedures in place during their time at the practice.

Quality of Management and Leadership



Overall Summary

- We observed a staff group that worked well together and were committed to providing a high standard of care for their patients.
- We saw there was a number of policies and procedures in place that were relevant to the services the practice was providing. These were being reviewed regularly and stored centrally for easy access. Staff were signing sheets to evidence they had read the policies and understood their role and responsibilities.
- Staff had access to appropriate training opportunities in order to fulfil their professional obligations. We saw training was up to date and certificates being kept to evidence this.
- Regular staff meetings were taking place. Minutes are recorded and kept on file.

What we found this service did well

- Introducing an online well-being service for staff.

Where the service could improve

- All dentists should complete the brief intervention training in smoking cessation.

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.

