

Inspection Summary Report

Newport Denture Clinic, Newport

Inspection date: 17 May 2022

Publication date: 18 August 2022



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



Newport Denture Clinic had arrangements in place to provide patients with services that met their needs in a timely and dignified way.

We found that efforts were made to provide patients with a safe and effective service. However, we identified that improvement was needed in relation to checks of the first aid kit, conducting audits and also the amount of detail recorded within patients' records.

We also found effective team working and saw the registered persons had completed training relevant to their work. Written policies and procedures were in place, but these required review. The registered persons must also familiarise themselves with the requirements of the regulations for notifying HIW of certain events.

The inspection findings described in this summary report and the full report 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 Newport Denture Clinic, Newport on 17 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 arrangements were in place at the practice to provide patients with services that met their needs in a timely and dignified way.

What we found this service did well

- Comments received from patients within patient questionnaires confirmed they were highly satisfied with the service they had received.

Patients told us:

Patients provided us with the following comments:

"At each stage of the procedure, the choice of what was on offer was carefully explained to me"

"I find Steve and Rihanna helpful and friendly. Nothing is too much bother"

"Friendly and professional"

"Very good. Polite and respectful"

Delivery of Safe and Effective Care

Overall Summary

- We found that efforts were made to provide patients with a safe and effective service, however we identified that improvement was needed in this regard.



Where the service could improve

- A suitable system needs to be put in place for checking the contents of the first aid kit to identify items that require replacement
- A programme of regular audit needs to be devised and implemented as part of the quality assurance and improvement process
- Records should include more details of intra oral and extra oral examinations for patients accessing the service directly.

Quality of Management and Leadership

Overall Summary

- We found effective team working at the practice and both the registered provider and registered manager had completed training relevant to their role.

Where the service could improve

- Written policies and procedures in relation to the practice need to be reviewed and updated so that they reflect the arrangements at the practice
- The statement of purpose and patient information leaflet must be reviewed and updated as needed
- The registered persons must familiarise themselves with the requirements of the regulations for notifying HIW of certain events
- The registered manager's certificate of HIW registration must be prominently displayed at the premises.

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

