

Inspection Summary Report

Bupa Dental Care, Caerphilly / Aneurin Bevan
University Health Board

Inspection date: 23 May 2022

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

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Overall, we found that Bupa Dental Care, Caerphilly was committed to providing a caring and friendly service to their patients.

We found staff worked well together under a newly appointed practice manager to provide a professional service to patients.

We found there were, however, multiple improvements required across the three main areas we inspected. These included areas relating to Welsh language, health and safety, policy, and staff engagement.

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 Bupa Dental Care, Caerphilly, Aneurin Bevan University Health Board on 23 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

Bupa Dental Care, Caerphilly, was a small, welcoming practice that provided a friendly and satisfactory service for their patients. The practice was situated on the first floor of a building that formed part of a row of shops and restaurants on the outskirts of Caerphilly town centre.

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 always maintained.

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 conversation were treated appropriately and in a private manner.

Where the service could improve

- Making an “active offer” 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
- Gather patient feedback regularly
- Implement a “you said, we did” information board in response to patient feedback
- Review the complaints policy to ensure full details are included for HIW and other organisations that can assist with making a complaint
- Notify prospective patients and visitors of the access requirements for the practice and ensure suitable alternative provision is made available.



Patients told us:

Patients provided us with the following comments:

“No improvement needed.”

“More staff in reception.”

“More staff.”

“Answer the phone.”

“Shorter wait for treatment.”

Delivery of Safe and Effective Care

Overall Summary

We identified that the practice required improvements to the fire safety arrangements at the practice. Specifically, the fire risk assessment was found to be almost two years out of date. In addition, the actions detailed in the risk assessment had not been completed and an update on progress was not provided.

What we found this service did well

- Dental records were written clearly and contemporaneously and contained details of patient treatment
- Informed consent was gained for each of the patient dental records that we reviewed
- The practice had a well-appointed decontamination room that had effective procedures in place to ensure infection prevention and control measures were upheld
- Dental surgeries were well equipped and fit for purpose with air filtration machines in place to mitigate against the risks of COVID-19.

Where the service could improve

- Fire risk assessments must be completed, and actions required must be completed in a prompt and timely manner according to priority
- Write a written medicines management policy and a policy relevant to the local area for the management of medical emergencies
- Obtain written confirmation from the pharmacy for receipt of expired medications
- Have a dedicated radiation protection file to include policies relating to radiation and radiography at the practice
- Ensure all clinical staff involved in the taking, developing or producing of X-rays have undertaken recent training that is regularly renewed
- Display information relating to the benefits and risks associated with exposure to ionising radiation for those patients undergoing X-ray procedures
- Write policies to ensure a safe environment for patients, staff and visitors, renewed regularly and agreed to by all staff. These should include a fire policy, buildings maintenance policy and a policy and procedure for risk management
- Develop a 'Local Safety Standards for Invasive Procedures' (LocSSIPs) for wrong site extraction in Dentistry toolkit
- Undertake an audit compliant with Welsh Health Technical Memorandum 01-05 (WHTM 01-05) to ensure decontamination practices are compliant.

Patients told us:

Patients provided us with the following comments:

“More availability of appointments - have to wait too long.”

Quality of Management and Leadership



Overall Summary

Bupa Dental Care, Caerphilly had a large team of part-time staff who we witnessed working well together to deliver patient care. The intended registered manager was new to the role and was supported by an experienced practice manager from a nearby practice.

However, the practice lacked organisation as the practice had not had a permanent manager in place for approximately two years. This meant that the practice lacked effective leadership and the necessary structure and governance to ensure a well-run and efficient practice.

The practice was not engaging with tools available to enhance improvement and practice development on the day of our visit and audits were not routinely carried out.

On the day of our visit, we found that the intended registered manager was focussed on providing effective management and leadership to the team and eager to make the improvements necessary to ensure compliance with the regulations and development of the practice.

What we found this service did well

- An in-house bespoke training programme for staff to ensure compliant mandatory training
- Nearby support available from a local practice manager
- Bespoke compliance package available for Bupa Dental Care practices

Where the service could improve

- Improvement to the practice patient information leaflet in line with the regulations
- Improvement to the statement of purpose document that is reviewed at least annually (or sooner should there be a change)
- Completion of practice development tools including Maturity Matrix Dentistry and Skills Optimiser Self Evaluation Tool (SOSET).

- Increase audit activity to include smoking cessation, record keeping, anti-microbial prescribing and infection prevention and control (IPC) alongside an audit policy and schedule
- Completion of yearly staff appraisals
- Introduction of minuted staff meetings
- Ensure the full range of policies and procedures as set out in the Private Dentistry (Wales) Regulations (2017) are available, regularly reviewed and signed by all staff
- Have in place a robust policy for the timely reporting to HIW of notifiable incidents
- Ensure staff roles and responsibilities are clearly defined
- Regularly renew DBS checks for staff and ensure a policy in place to check fitness to work of staff.

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.

