

Inspection Summary Report

Willows Dental Practice, Swansea / Swansea
Bay University Health Board

Inspection date: 9 June 2022

Publication date: 20 September 2022



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



Overall, we found that Willows Dental Practice offered a friendly, caring and professional service to patients.

We found that staff worked hard to ensure safe and effective care in bespoke surroundings that catered for their patients needs.

Although we found some improvements could be made in areas such as patient information, overall, we were assured of a quality service that promoted oral health.

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 Willows Dental Practice, Swansea Bay University Health Board on 9 June 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 Willows Dental Practice to be a welcoming and friendly practice that focussed on providing a professional and caring service for their patients.

The practice was situated within the heart of Swansea city centre and provided a modern and welcoming atmosphere for patients.

What we found this service did well

- We saw that the practice had installed a TV screen on the wall of the waiting area that displayed relevant information about the practice on a loop. This included details of the dental professionals working at the practice and their General Dental Council (GDC) registration status
- We witnessed patients being treated in a caring and friendly manner within modern and well-equipped surgeries that promoted dignity and respect
- We witnessed that the practice promoted confidentiality and saw that confidential conversations were undertaken in a manner to promote privacy
- We found the practice was light, airy and modern
- Equality and diversity were promoted and the practice was accessible for all.

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.



Patients told us:

Patients provided us with the following comments:

"I have never felt so comfortable in a dental practice, the staff here, starting at the receptionist, to the dental nurses and the dentist are all very friendly and informative."

"Emergency care is excellent."

"Have more dentists so more people can come."

Delivery of Safe and Effective Care

Overall Summary

Overall, we found that the practice offered safe and effective care to their patients.

Of the ten patient records that were reviewed as part of the inspection, we identified that, overall, patient dental records were completed to a high standard. However, we found that consent, oral cancer screening and intra oral examinations had not always been recorded consistently at each visit.

We found that the practice had appropriate and sufficient policies, arrangements, and procedures in place for the taking, handling and recording of x-rays and appropriate medicines management procedures in place.

Emergency drugs and equipment were also stored and managed correctly.

What we found this service did well

- The practice had a well-appointed decontamination room with effective infection prevention and control measure in place throughout the practice

- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- The practice used an online portal system for patients to fill in and update details of their medical history and COVID-19 screening.

Where the service could improve

- Ensure that receipts are provided by the disposing pharmacy for expired medicines accepted for disposal
- The safeguarding lead for the practice should be trained to level three
- Staff working for the practice should have safeguarding training of an appropriate level in relation to their role that is renewed on a regular basis
- Ensure current processes and procedures for the laundry of linen and uniforms at the practice are compliant with Welsh Health Technical Memorandum (WHTM) 01-04 should the practice wish to reinstate the offer of this service to staff.

Patients told us:

Patients provided us with the following comments:

“By seeing patients for a check-up as soon as possible. This will help prevent long term dental problems. I have not had a routine check-up since [date removed for anonymity]”

“Shorter periods between appointments.”

“The only negative might be the lack of child-friendly waiting room.”

“This is an excellent practice. The change of venue has been transformational.”

“Always polite and helpful.”



Quality of Management and Leadership

Overall Summary

Willows Dental Practice has a committed and professional team of staff who we witnessed working well together. Staff strived to provide high standards of care to their patients.

We saw that the practice was well organised. Policies and procedures were mostly online on a dedicated records storage system. These met the standards and regulations for private dental practices in Wales.

Staff personal files were stored securely and contained the necessary documentation to ensure compliance with mandatory training and compliance with GDC guidelines.

We saw that morning staff meetings or 'huddles' took place each morning and support for staff was readily available from the management team in place at the practice.

What we found this service did well

- Staff were registered with the DBS update service and checks on this were carried out annually
- Fire safety documentation was up to date
- An effective management structure was in place and staff were well supported.

Where the service could improve

- Undertake an antimicrobial prescribing audit
- Arrange a contract with the council for removal of domestic waste
- Provide a contract that sets out the terms and conditions for the doctor providing a service at the practice
- Ensure compliance documents are held for the doctor to demonstrate compliant working with the regulations governing their medical practice.

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.

