

Inspection Summary Report

Leighton Roberts & Associates

Inspection date: 20 June 2022

Publication date: 21 September 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 identified areas that required improvement, including improving information recorded in patients notes for cancer screening and smoking cessation 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 announced inspection at Leighton Roberts & Associates on 20 June 2022.

Our team, for the inspection comprised of one HIW inspector and one 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 Leighton Roberts and Associates was committed to providing a positive experience for their patients. The majority of the patients who completed a HIW questionnaire rated the service they had received as 'very good'.
- We saw changes had been made to the 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.

What we found this service did well

- We saw evidence that patients were provided with care in a dignified and respectful manner, and we heard staff speaking to patients in a friendly and professional way
- The practice was accessible for anyone with a mobility issue.

Where the service could improve

- Have a system whereby verbal comments can be captured and used to help identify any themes that might arise.

Patients told us:

Patients provided us with the following comments:

"Happy with the services provided"

"They are very good dentists"

Delivery of Safe and Effective Care



Overall Summary

- We found the practice was meeting the relevant regulations and standards associated with promoting the health, safety and welfare of staff and patients.
- We observed the practice to be clean and free from any visible hazards. The surgeries were well equipped to carry out the services and treatments the practice was registered to provide.
- We found that fire safety arrangements were appropriate to protect staff and visitors and that generally patient records were being kept to a good standard.
- We made recommendations for the risk assessment templates to be reviewed to ensure they capture all potential and actual risks which are based on current and up to date guidance. We also recommended that some additional audits are undertaken which will help to further improve the services the practice provides.

What we found this service did well

- We saw there were appropriate arrangements in place to ensure high standards of infection control.

Where the service could improve

- Additional audits should be undertaken, specifically record keeping, smoking cessation and an antibiotic prescribing audit to assess compliance with current guidelines
- Patient notes should document that cancer screening has been undertaken and, where applicable, smoking cessation advice has been provided
- A review of the risk assessment templates used for fire safety and health and safety is required to ensure they are current and up to date
- The registered provider must submit a copy of the latest annual report prepared under Regulation 16(3). A copy needs to be sent to HIW.



Patients told us:

Patients provided us with the following comments:

“Not to be cancelled so often”

“Make appointments more available”

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.
- The practice had various policies and procedures in place, but some of these need to be updated to reflect recent staff changes.
- Staff meetings had lapsed and these need to be re-introduced.
- We found that staff files were being kept securely and that staff had completed a range of mandatory training to ensure their skills and knowledge was up to date.
- We recommend that staff files are reviewed to ensure all relevant employment information is being kept. We were unable to locate any references for new staff. Job descriptions were not on files and one contract was not signed or dated by the employee or employer.

What we found this service did well

- Staff worked well together which was evidenced by their rapport and interaction with each other.

Where the service could improve

- Full employment information must be obtained and kept on staff files
- Team meetings need to be re-introduced
- In line with recent staff changes, all policies and procedures need to be reviewed and updated accordingly.

Patients told us:

- All patients agreed that the staff treat them with dignity and respect
- All patients told us that the dental team had spoken to them about how to keep their mouth and teeth healthy
- 18 out of 22 patients said it was 'very evident' that the practice had Covid compliant procedures in place during their visit to the 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.

