

# Inspection Summary Report

Rhiwbina Dental @ The Pines

Inspection date: 13 June 2022

Publication date: 21 September 2022



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

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Overall, we found Rhiwbina Dental at The Pines is committed to providing a positive experience for their patients. Staff at the practice were patient focused and services were provided in a timely manner.

We found the practice was well maintained and equipped to deliver the services and treatments they are registered to deliver.

We found four areas that required improvement.

There were no areas of non-compliance with the regulations identified.

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 Rhiwbina Dental (The Pines) on 13 June 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 Rhiwbina Dental at The Pines was committed to providing a positive experience for their patients. All the patients who completed a HIW questionnaire rated the service provided by the dental practice as very good or 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.
- Patient information was available in the waiting areas and services were being delivered in a timely manner for patients. We found there were systems and processes in place to ensure patients were being treated with dignity and professionalism.

## What we found this service did well

- We saw patients being treated in a caring and professional manner
- The practice was easily accessible for anyone with a mobility issue
- We observed a complaints policy that met the requirements of the Private Dentistry (Wales) Regulations and that complaints were logged and dealt with appropriately in a prompt and timely manner.



### Patients told us:

Patients provided us with the following comments:

*"Very helpful."*

*"Always very caring."*

*"Happy with the service provided."*

*"I have been a patient for many years and am very grateful for the care and treatment I have received."*

## Delivery of Safe and Effective Care

### Overall Summary

- We found the practice was meeting the relevant regulations and standards associated with the health, safety and welfare of staff and patients.
- The practice was well maintained and well equipped to deliver the services and treatments they are registered to deliver. All areas were clean and free from any visible hazards.
- We found that fire safety arrangements were appropriate to protect staff and visitors and that patient records were being kept to a very good standard.

### What we found this service did well

- We observed good quality audits being completed, which evidenced any changes that had been made as a result of the audit outcome
- The paperwork we reviewed throughout the inspection was in good order and easy to follow
- The number of first aiders with up to-date training ensured that at all times these staff could react immediately to an incident, injury or illness during the practice opening hours

- The practice had appropriate fire safety arrangements in place which were reviewed regularly to maintain a safe building for staff and visitors.



## Where the service could improve

- [Records must document whether smoking cessation advice was offered to patients
- Patients' language choice/preference needs to be recorded on the notes
- A regulation 23 report needs to be completed, which includes all the areas required by this regulation and submitted to HIW. ]

### Patients told us:

- All the patients who completed a HIW questionnaire rated the service provided by the dental practice as very good or good.
- All patients who had completed a questionnaire felt it was very evident that the practice had COVID compliant procedures in place during their time at the practice.
- All patients who had completed a questionnaire said that the dental team had talked to them about how to keep their mouth and teeth healthy.

## Quality of Management and Leadership

## Overall Summary

- [We saw staff working well together under the guidance and management of a professional and efficient management team. All staff appeared to be committed to providing high standards of care to their patients.
- We found that the practice was well organised with policies and procedures in place that met the standards and regulations for private dental practices in Wales. Documentation relating to staff information was held securely and contained information necessary to ensure staff were fit to work at the practice.
- We saw evidence that staff completed a programme of mandatory training, with certificates being kept to evidence staff competency. Staff also had opportunities to undertake additional training specific to their role.
- We found that staff meetings took place regularly, were minuted and made available to staff to view. ]

## What we found this service did well

- [Effective management and leadership from the management team and principal dentist ensured that staff are aware of their professional responsibilities to ensure high quality care for patients
- Staff worked well as a team enable the practice to run efficiently
- Practice policies and documentation was up to date and satisfactory. ] ]

## Where the service could improve

- Employee references need to be documented and kept on file

## 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.

