

Inspection Summary Report

Threeways Dental Laboratory
Cwm Taf Morgannwg University Health Board
Inspection date: 18 July 2022
Publication date: 17 October 2022



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

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Overall, we found that Threeways Dental Laboratory provide a positive and high-quality service to patients.

We found that staff worked hard to ensure safe and effective care for their patients they treat.

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 Threeways Dental Laboratory, on 18th July 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 that Threeways Dental Laboratory are committed to providing a positive experience for patients. All the patients who completed a feedback questionnaire rated the service provided by the dental practice as excellent.

What we found this service did well

- The HIW certificates and patient information leaflets were available bilingually for patients.
- Information regarding face coverings and hand sanitizer were clearly displayed in the waiting area.

Where the service could improve

- No areas for improvement were identified

Patients told us:

Some of the comments provided by patients on the questionnaires included:

"Excellent care"

"Great service"



Delivery of Safe and Effective Care

Overall Summary

We saw that the building was in a state of good repair, both internally and externally. The clinic was kept clean and tidy, and the cleanliness levels witnessed were reflected in the patient questionnaires received.

Both a fire safety risk assessment and environmental risk assessment in place, which were complete and up to date. We also saw evidence of up-to-date infection control policies and training for staff, as well as procedures in place to deal with emergencies. Checks on emergency equipment were also being carried out in accordance with national guidance

What we found this service did well

- The setting is clean and tidy and kept in a state of good repair.
- Health and safety posters and smoking cessation information displayed in the waiting area.

Where the service could improve

- No areas for improvement were identified

Quality of Management and Leadership



Overall Summary

The practice had various policies and procedures in place, all of which were reviewed regularly.

We saw evidence of staff being fully compliant with mandatory training requirements. All staff training certificates were in date.

What we found this service did well

- We saw evidence of very good governance overall, and professional attitudes from staff

Where the service could improve

- Include immediate assurances

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.

