

Inspection Summary Report

Cowbridge Dental Care

Inspection date: 27 July 2022

Publication date: 26 October 2022



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

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Overall, we found Cowbridge Dental Care is committed to providing a positive experience for their patients. We found that staff worked hard to ensure safe and effective care for their patients needs.

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

Although we found areas where improvements could be made, overall, we were assured of a quality service that promoted oral health.

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 of Cowbridge Dental Care, Cardiff & Vale Health Board on 27 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 Cowbridge Dental Care 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.
- We observed staff speaking to patients in a polite and friendly manner on the telephone.
- 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 found that the practice promoted confidentiality and that sensitive or confidential conversations were treated appropriately and in a private manner
- Patients were being treated in a caring and professional manner.



Patients told us:

Patients provided us with the following comments:

“Very friendly. My children enjoy the stickers”

“Always exceptional service. Wonderful with children”

“Always been very cheerful and willing to help. High standards of dental care”

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 recommended improvements to the patient records to ensure they are consistent in the recording of oral cancer screening; state of the patient’s oral hygiene and diet; the patient’s language preference; reason for attendance; consent and soft tissue examination.

What we found this service did well

- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- 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



- The daily checklist needs to be amended to enable staff to sign and date the tasks completed
- The emergency equipment should be added to the (emergency drug) checklist to ensure these items are regularly checked
- A smoking cessation audit should be completed.

Patients told us:

- All the patients who completed a HIW questionnaire rated the service provided by the dental practice as very good
- There were no concerns given by patients over the cleanliness of the dental practice, with all of the patients who completed a questionnaire expressing that in their opinion the dental practice was very clean
- 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 observed a staff group that worked well together and who were committed to providing a high standard of care for their patients.
- We found the practice was well organised and had 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.

- Staff had access to appropriate training opportunities in order to fulfil their professional obligations.

What we found this service did well

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

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.

