

Inspection Summary Report

{my}dentist, High Street, Bargoed

Inspection date: 02 August 2022

Publication date: 02 November 2022



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



Patients told us they had a positive experience when visiting the dental practice. However, some patients told us it was not always easy for them to get an appointment when they needed it.

The practice was clean and an effective process was in place for the cleaning and decontamination of reusable dental instruments. We also found suitable arrangements were in place for the safe use of X-ray equipment at the practice.

The sample of patient records we examined were of a satisfactory standard, however we identified improvements were needed to ensure these were always fully completed.

Suitable arrangements were in place for the management of the practice and a range of up to date policies was available to support staff in their work.

Staff could access training on a range of relevant topics and we saw good compliance with staff mandatory training.

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 unannounced inspection of {my}dentist, High Street, Bargoed (dental practice) on 02 August 2022.

Our team for the inspection comprised of a HIW Senior Healthcare 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 staff made efforts to provide patients with a good experience when visiting the practice. Comments received from patients who completed a HIW questionnaire also confirmed this.

Relevant information about the services provided by the practice was displayed or available to patients.

We found suitable arrangements were in place to promote the dignity and privacy of patients and saw staff treating patients with respect and courtesy.

While efforts were made to provide patients with timely care, comments received from patients indicated that it was not always easy for them to get an appointment when they needed it. Not all patients were aware of how to access the 'out of hours' dental service.

The practice had a suitable complaints procedure, however, the practice needs to ensure that information displayed is correct and consistent with the written procedure.

What we found this service did well

- Patients told us that the dental team explain things to them during their appointment in a way they can understand
- Reasonable adjustments had been made to make services accessible to patients.

Where the service could improve

- Patients told us it was not always easy to get an appointment and the practice needs to explore how to improve patients' access to appointments
- The practice needs to make arrangements to improve patients' awareness of how to access the 'out of hours' dental service
- The information available to patients on the practice's complaints procedure needs to be correct and consistent with the complaints procedure.

Delivery of Safe and Effective Care



Overall Summary

We saw that the practice environment was visibly clean and there were no obvious hazards that presented a risk to the safety of patients or staff.

We saw suitable arrangements were in place for the cleaning and decontamination of reusable dental instruments, which were in accordance with Welsh Health Technical Memorandum (WHTM) 01-05.

Equipment for use in the event of a patient emergency was readily available at the practice and had been regularly checked.

Dental surgeries were well equipped and facilitated effective cleaning. We saw suitable arrangements were in place for the safe use of X-ray equipment at the practice.

Staff working at the practice had access to a range of relevant written policies and procedures to guide them in their work.

The sample of patient records we examined were of a satisfactory standard, however we identified improvements were needed to ensure relevant information is consistently recorded.

What we found this service did well

- Staff had access to a range of written policies and procedures, and these had been regularly reviewed and updated
- The practice had well equipped surgeries that facilitated effective cleaning and a designated decontamination room
- An effective process was demonstrated for the cleaning and decontamination of reusable dental instruments used at the practice.

Where the service could improve

- Arrangements need to be made in relation to aspects of record keeping within patient dental records to ensure they are complete.

Quality of Management and Leadership



Overall Summary

We found suitable arrangements were in place for the day-to-day management of the practice and the manager described good systems for communicating work related information with the practice team.

While the practice had an up-to-date statement of purpose and patient information leaflet we identified these required some minor amendments so the information they contain is consistent.

Staff could access training on a range of topics relevant to their roles within the practice. We saw good compliance with staff mandatory training.

What we found this service did well

- Good systems for communicating work related information with the practice team were in place
- There was good compliance with staff mandatory training.

Where the service could improve

- Arrangements need to be made to review and revise the statement of purpose and the patient information leaflet to reference the correct regulations and so that the information in both documents is consistent.

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 service to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the service 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 service to confirm action has been taken in line with management responses documented in the improvement plan. We also ask services to provide documented evidence of action taken and/or progress made.

