

# Inspection Summary Report

ARCH Dental, Abergele

Inspection date: 13 September 2022

Publication date: 14 December 2022



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



Overall, we found that ARCH Dental offered a friendly, caring and professional service to patients.

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

We were assured that the practice is delivering a quality service that promoted oral health.

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 at ARCH Dental, Abergele on 13 September 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 ARCH Dental 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 greeting patients in a polite and friendly manner both in person and 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

- The practice had arrangements in place to protect the privacy of patients, including dedicated areas for patients to have private conversations with staff
- Patients were treated in a caring and friendly manner within surgeries that preserved their dignity
- Staff continue to record patient responses to their COVID-19 screening questions and we saw staff guiding patients to the appropriate surgeries.

## Where the service could improve

- Ensure all signed treatment plans and costings are scanned to patients notes.



### Patients told us:

Patients provided us with the following comments:

*“Lovely practice, friendly staff, wonderful!”*

*“Excellent care. So happy with the service I received.”*

*“Great practice, very friendly*

*“Excellent service and care”*

*“Great place”*

*“Cannot improve, lovely practice and staff.”*

*“It’s excellent”*

*“It’s first class.”*

*“I cannot see how it can improve its service. I’m very happy with the way it is”*

## Delivery of Safe and Effective Care

### Overall Summary

- We found ARCH Dental was meeting the relevant regulations associated with the health, safety and welfare of staff and patients.
- The practice was very well maintained and well equipped to provide the services and treatments they are registered to deliver. All areas were clean and free from any visible hazards.



- There were satisfactory arrangements in place to ensure that X-ray equipment was used appropriately and safely.
- The clinical team were very knowledgeable, professional and demonstrated their understanding on where and how to access advice and guidance.

## What we found this service did well

- The practice had been refurbished to a high standard
- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- We saw good quality audits had been completed.

## Where the service could improve

- Review the recording of patients' preferred language choice within clinical records.

### Patients told us:

Patients provided us with the following comments:

*“Very patient with me as I am very anxious patient. Caring”*

# Quality of Management and Leadership

## Overall Summary

- We found ARCH Dental to have very good leadership and clear lines of accountability.

- The day to day management of the practice was the responsibility of the practice owner / registered manager who we found to be very committed and dedicated to the role and the practice.
- We observed that the staff team worked very well together and were committed to providing a high standard of care for patients.
- Staff had access to appropriate training opportunities in order to fulfil their roles.

### **What we found this service did well**

- We saw that all staff, clinical and non clinical staff worked very well together as part of a team
- Very well maintained staff files.

### **Where the service could improve**

- No areas for improvement were identified.

## 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.

