

# Inspection Summary Report

22 Dental

Inspection date: 10<sup>th</sup> October 2022

Publication date: 10<sup>th</sup> January 2022



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



Overall, we found 22 Dental to be a pleasant environment which was maintained to a high standard, both internally and externally.

It was clear that staff were committed to providing patients with a positive experience when attending the setting. This was reflected in responses received from patient questionnaires.

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 22 Dental Practice, Cwm Taf Morgannwg University Health Board on 10th October 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 22 Dental to be committed to providing a positive experience for their patients. Most patients who completed a HIW questionnaire rated the service provided by the setting as ‘very good’

## What we found this service did well

- We saw evidence of good processes in place for the maintenance of patients’ privacy and dignity
- Patient information was available bilingually in the form of patient information leaflets, the statement of purpose for the practice and patient registration forms.

## Where the service could improve

- No improvements identified.

Patients provided us with the following comments:

*“Always received good service.”*

*“Everybody has always been helpful and polite.”*

# Delivery of Safe and Effective Care



## Overall Summary

We saw that the building was in a state of good repair, both internally and externally and the practice was kept clean and tidy.

We saw evidence of an up-to-date fire safety risk assessment in place and all staff had completed fire safety training. We also reviewed a sample of patient records. All were being kept to a good standard.

## What we found this service did well

- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- The practice had policies and procedures in place, all of which were up to date and regularly reviewed.

## Where the service could improve

- No improvements identified.

# Quality of Management and Leadership



## Overall Summary

We found 22 Dental to have very good leadership and clear lines of accountability.

Staff had access to appropriate training opportunities and were all up to date with mandatory training.

## What we found this service did well

- We saw evidence of good governance and professional attitudes from staff.

## Where the service could improve

- No improvements 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.

