

Inspection Summary Report

Setting name: Preswylfa Dental Practice

Inspection date: 03/08/2022

Publication date: 18/01/2023



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



Overall, we are not assured that the systems and processes in place are sufficient to ensure that regulatory compliance is maintained and that risks relating to the health, safety and welfare of people visiting and working at the practice are identified, assessed and managed.

There were significant issues identified where the practice needs to address issues to improve the governance arrangements. Given the number of regulatory breaches we found, we issued the practice with a non compliance notice.

We did observe staff greeting patients in a polite and friendly manner both in person and on the telephone.

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 Preswylfa Dental Practice, Llangefni on 3 August 2022. During the site visit, HIW identified several regulatory breaches, and we issued the practice with a non compliance notice on 5 August 2022. HIW undertook a further follow-up inspection on 18 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

- The majority of 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.
- However, HIW was not assured that the practice had taken adequate precautions against the risk of fire and to ensure the general environment was clean, safe and secure.

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
- Staff continue to record patient responses to their COVID-19 screening questions.

Where the service could improve

- Arrange for the window on one of the surgery doors to be frosted or a blind installed
- Ensure that the patient information leaflet and the statement of purpose are updated with names of all the dentists and dental care professionals, and ensure a copy of both documents are available to patients
- Ensure a price list is displayed for privately paying patients
- Ensure a formal system is implemented for patients' views and feedback to be sought
- Review the complaint procedure and ensure that a copy is displayed in the practice

- Ensure the practice opening hours and emergency number for out of hours is displayed by the main entrance.
- Ensure a fire maintenance contact is in place
- Ensure a fire and environmental risk assessments are in place.

Patients told us:

“The dentist goes above and beyond to help”

“Very happy every time I visit, I have needed to visit several times this year and am always made to feel welcome. The dentist has done a great job ... and fitting me in at short notice when I've needed quick treatment. The nursing staff and reception staff very polite and chatty. Lovely practice thank you to all the team”

“Everything is good”

“Need more staff”

“Very pleased with this practice. Nothing needs to change”

Delivery of Safe and Effective Care



Overall Summary

HIW was not assured that there were adequate arrangements in place for cleaning of the practice and for storage of medicines. Furthermore, HIW was not assured that the practice had adequate arrangements in place to maintain contemporaneous and accurate patient records, nor did the practice have arrangements in place for the monitoring of patient referrals.

Radiographic aiming devices were stored loosely within surgeries drawers, and expired materials were not removed from surgeries.

In addition, HIW was not assured that all paper records were kept securely.

What we found this service did well

- Dental surgeries were well equipped and fit for purpose
- Two dedicated decontamination rooms.

Where the service could improve

- Provide a pharmaceutical waste bin for unused / expired medicines and emergency drugs
- Implement a programme of annual clinical audits
- Carry out quality assurance audits on the x-ray equipment
- Carry out x-ray grading audits
- Ensure that the Public Health England Radiation Protection Adviser contact details are updated
- Review and update radiation local rules in each surgery
- Ensure patients' preferred language choice is recorded within their clinical records.
- Ensure the whole practice is de-cluttered and a deep clean throughout

- Implement a referral log
- Ensure all radiographic aiming devices are individually bagged
- Ensure all out of date materials are removed from surgeries
- Complete an infection control and decontamination audit
- Ensure no food and drink is stored in the clinical refrigerator.



Quality of Management and Leadership

Overall Summary

- HIW was not assured that the registered manager had the necessary skills and time to carry on and manage a private dental practice. This is because we found multiple examples of non-compliance with regulations suggesting that there was not an effective system in place that enabled the registered manager to maintain regulatory compliance, complete audits and manage risks.
- HIW was not assured that the practice had adequate arrangements in place for policies and procedures to be reviewed every three years, nor did the practice have in place all the policies and procedures required under The Private Dentistry (Wales) Regulations 2017.
- HIW was also not assured that the registered manager had adequate arrangements in place for the maintenance of staff records.

Where the service could improve

- Ensure staff appraisals are undertaken annually
- Ensure the practice keeps well maintained staff files
- Ensure that all policies and procedures are in place, dated, version controlled and signed by staff.

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.

