

Inspection Summary Report

Dunes Dental Care, Swansea Bay University
Health Board

Inspection date: 21 November 2022

Publication date: 21 February 2023



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



Overall, we found that Dunes Dental Care was committed to providing a positive experience for their patients.

We found that staff worked hard to ensure safe and effective care.

Although we found some improvements could be made overall, we were assured of 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 announced inspection at Dunes Dental Care, Port Talbot on 21 November 2022.

Our team, for the inspection comprised of two HIW Inspectors 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 Dunes 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 or 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.

Where the service could improve

- Ensure an active offer of Welsh is made to patients who may wish to communicate in Welsh
- Use the feedback information from patients to summarise themes from feedback and implement a 'you said, we did' information board.

What we found this service did well

- Welcoming, modern and clean environment
- Patient experience was positive at this setting, based on feedback responses and comments.

Patients provided us with the following comments:

"It was a very welcoming environment"

"All staff are very professional and extremely kind"

"I love the staff at this practice, very lovely"

"Left me feeling full of confidence - excellent service"

Delivery of Safe and Effective Care



Overall Summary

Overall, the practice was modern, clean well maintained and well equipped to provide the services and treatments they were registered to deliver. All areas were clean and free from any visible hazards.

Infection prevention and control (IPC) measures were good, the practice had sufficient personal protective equipment (PPE) in place.

We recommended risk assessments in relation to fire safety and the practice environment are updated.

Where the service could improve

- Complete an updated fire risk assessment and environmental risk assessment to ensure that the premises remain safe
- Develop and implement a clinical audit policy and process
- Obtain references for all new staff.

What we found this service did well

- The equipment at the practice was in good condition and was being maintained in line with manufacturers' guidelines
- The practice had safe and appropriate procedures in place to deal with medical emergencies.

Quality of Management and Leadership



Overall Summary

We observed a staff group that worked well together and were committed to providing a high standard of care for their patients.

Staff had access to appropriate training opportunities to fulfil their professional obligations. We saw training was up to date and certificates were being kept to evidence this.

We saw evidence of regular, minuted team meetings. Appraisals were undertaken once per year and staff were encouraged to undertake further relevant training to develop their careers.

Where the service could improve

- Review all policy and process documentation to ensure that recent changes in staff is correctly reflected.

What we found this service did well

- The team worked well together and supported each other to ensure that high standards of care were given to their patients.

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.

