

# Inspection Summary Report

Russell Street Dental Clinic, Swansea Bay  
University Health Board

Inspection date: 09 January 2023

Publication date: 11 April 2023



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



Overall, we found Russell Street Dental Care, Swansea 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.



## 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 Russell Street Dental Clinic, Swansea University Health Board on 09 January 2023.

Our team for the inspection comprised of a HIW 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 Russell Street Dental Care, Swansea 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.

## What we found this service did well

- Patient experience was positive at this setting, based on feedback responses and comments
- Comprehensive treatment planning for all patients.

## 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 way of sharing those with patients.

### Patients told us:

*“The practice is excellent.”*

*“...it is very good and professional”*

# Delivery of Safe and Effective Care



## Overall Summary

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

There were appropriate measures in place to ensure that risks to staff and patients at the surgery were minimised.

The building was well maintained and in the process of being upgraded and improved. The surgeries, decontamination room and reception area were of a good standard.

## What we found this service did well

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

## Where the service could improve

- Declutter the basement of the building
- Address flooring seal degradation in the practice.

# Quality of Management and Leadership



## Overall Summary

It was evident that Russell Street Dental Care had very good leadership and clear lines of accountability. 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 and confirmed that managers encourage additional training.

## What we found this service did well

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

## Where the service could improve:

- Develop a staff training matrix to enable ease of compliance with staff training requirements.

## 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.

