

Inspection Summary Report

Gentle Dental Practice, Cwm Taf
Morgannwg University Health Board

Inspection date: 28 February 2023

Publication date: 31 May 2023



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



Overall, we found Gentle Dental Practice to be a pleasant and welcoming environment which was well maintained, both internally and externally.

The surgeries and communal areas were kept clean and tidy, and provided a wealth of information to patients to encourage them to look after their oral/dental health.

The practice had good disabled access, including a spacious waiting area, two ground floor surgeries and a disabled toilet. A hearing loop was also available for any patients who needed it.

We saw evidence of robust arrangements in place for the acceptance, assessment, diagnosis, and treatment of patients.

We observed a staffing team who worked well together and who were committed to providing patients with a positive experience when attending the setting. This was reflected in the completed 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 Gentle Dental Practice, Cwm Taf Morgannwg University Health Board on 28 February 2023.

Our team for the inspection comprised of two HIW Healthcare 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 Gentle Dental Practice to be committed to providing a positive experience for their patients. We observed patients being greeted by friendly and polite staff, who strived to meet their individual needs. We found there were systems and processes in place to ensure patients were being treated with dignity and professionalism.

The environment was welcoming, communal areas were clean and tidy. Information for patients was available in different languages, including English and Welsh. All patients who completed a HIW questionnaire rated the service provided by the setting as 'very good' or 'good.'

What we found this service did well

- The practice had arrangements in place to protect patient privacy, and processes in place to enable confidential discussions
- Patients were treated in a caring and friendly manner within surgeries that preserved their dignity
- There was good disabled access to the practice
- Where the practice had used the feedback from a patient to make changes within the practice, they displayed this on a "you said, we did" information poster.

Patients told us:

"The service and care have always been amazing."

"Very helpful, professional and friendly."

"Fantastic team."

"Best one I've had."

Delivery of Safe and Effective Care



Overall Summary

We saw that the building was in a good state of repair and well maintained, with evidence of recent improvements, such as new flooring on the stairs and hallway. The practice was kept clean and tidy and was well equipped to provide the services and treatments they are registered to deliver.

We saw evidence of up-to-date environment and fire safety risk assessments. All areas were free from any visible hazards.

There were satisfactory arrangements in place to ensure that X-ray equipment was used appropriately and safely. Documentation provided to us during our visit demonstrated that the equipment was well maintained and regularly serviced.

Decontamination procedures at the practice were appropriate and equipment was all in working order.

We found safeguarding policies and procedures to be robust with a clear pathway to follow. Contact details for the safeguarding lead and local safeguarding teams were visible, and support was available if required from an effective management team.

What we found this service did well

- Dental surgeries were very clean, well equipped and fit for purpose with well-maintained equipment
- The practice holds a “Silver” award under the ‘Greener Primary Care Framework and Award Scheme’
- A range of comprehensive audits were being completed, and evidence provided on changes that had been made as a result.

Where the service could improve

- Ensure a selection of mask sizes are available with the emergency medical equipment
- Ensure that dental records are contemporaneous, accurate and complete for every patient.



Quality of Management and Leadership

Overall Summary

We found Gentle Dental Practice had very good leadership and clear lines of accountability. The staff team worked very 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 and were encouraged and supported to undertake further relevant training to develop their careers.

There was evidence of a clear recruitment and induction process, followed by regular supervision and annual appraisals.

What we found this service did well

- We witnessed all staff, clinical and non-clinical, working very well together as part of a team
- A comprehensive induction programme and regular appraisals were in place, with appropriate opportunities for additional learning and training in areas of practice
- Clear leadership and teamwork in place. Staff meetings were regular and well attended, with minutes taken detailing relevant actions
- Staff had an exceptional understanding of the private dentistry regulations.

Where the service could improve

- We recommend new starters complete e-learning modules on fire safety until face-to-face training is undertaken in May 2023.

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.

