

Inspection Summary Report

BEAM Denti Spa, Chepstow

Inspection date: 1 June 2022

Publication date: 30 September 2022



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

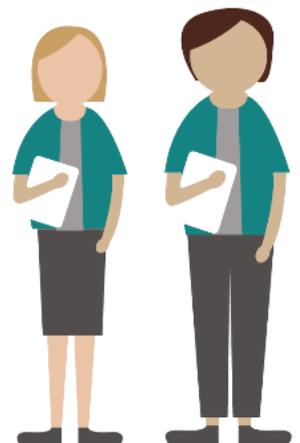


Overall, we found that BEAM Denti Spa offered friendly, caring and professional services to patients.

We found that staff worked hard to ensure safe and effective care was delivered for their patients.

Although we found that some improvements could be made in areas such as medication management. Overall, we were assured that a quality service was being delivered.

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 unannounced inspection at BEAM Denti Spa, Chepstow on 01 June 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 BEAM Denti Spa to be a welcoming and friendly practice that focussed on providing a professional and caring service for their patients.

The practice was situated within the heart of Chepstow town centre and provided a modern and calming atmosphere for patients.

What we found this service did well

- We found the practice was light, airy and modern
- Equality and diversity were promoted, and the practice was accessible for all.
- We witnessed patients being treated in a caring and friendly manner

Where the service could improve

There were not improvements noted for the quality of patient experience.



Patients told us:

Patients provided us with the following comments:

“I am a nervous patient but was put totally at ease.”

“Above and beyond.”

“Made to feel at ease”

Delivery of Safe and Effective Care

Overall Summary

Overall, we found that the practice offered safe and effective care to their patients.

Of the ten patient records that were reviewed as part of the inspection, we identified that, overall, patient dental records were completed to a high standard.

We found that the practice had appropriate and sufficient policies, arrangements, and procedures in place for the taking, handling and recording of x-rays and appropriate medicines management procedures in place.

Emergency drugs and equipment were also stored and managed correctly. However, we found that the practice did not have midazolam on site due to supply issues.

What we found this service did well

- Dental surgeries were clean, well equipped and fit for purpose with well-maintained equipment
- The practice used an online portal system for patients to fill in and update details of their medical history and COVID-19 screening.

Where the service could improve

- Ensure that receipts are provided by the disposing pharmacy for expired medicines accepted for disposal
- Staff working at the practice should have training for anaphylaxis incidents.
- Containers for amalgam, extracted teeth and crown bridges need to be purchased.



Patients told us:

Patients provided us with the following comments:

“The service is of a high standard.”

“Staff ... explained what they were doing every step of the way”

Quality of Management and Leadership

Overall Summary

BEAM Denti Spa has a committed and professional team of staff who we witnessed working well together. Staff strived to provide high standards of care to their patients.

We saw that the practice was well organised. Policies and procedures were stored in a dedicated storage system. These met the standards and regulations for private dental practices in Wales.

Staff personal files were stored securely and contained the necessary documentation to ensure compliance with mandatory training and compliance with GDC guidelines.

What we found this service did well

- An effective management structure was in place and staff were well supported.
- Staff had an excellent understanding of the private dentistry regulation.

Where the service could improve

- Ensure the most up to date policies are on display.

Staff told us:

Staff provided us with the following comments:

“The practice is very well run, and treatment is always done.”

“Staff very friendly... They actually made a visit to the dentist an enjoyable experience.”

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.

