

# Inspection Summary Report

Denture Design Centre

Inspection date: 28<sup>th</sup> June 2022

Publication date: 29<sup>th</sup> September 2022



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

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Overall, we found that Denture Design Centre offered a friendly, caring and professional service to patients.

It was clear that staff work hard to ensure safe and effective care for the patients they treat.

We were assured that the practice is delivering 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 of Denture Design Clinic, Cwm Taf Morgannwg Health Board on 28 June 2022.

Our team for the inspection comprised of a HIW Inspector and a dental peer reviewer.

Note the inspection findings relate to the point in time that the inspection was undertaken.

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 that Denture Design Centre are committed to providing a positive experience for patients. All the patients who completed a HIW questionnaire rated the service provided by the dental practice as very good.

We saw changes had been made to the environment and their service provision based on government guidance.

## What we found this service did well

- We observed patient care being provided in a caring and professional manner.

## Where the service could improve

- We require the practice to provide signage and patient information leaflets bilingually
- Dental nurse to wear a badge, indicating they are a Welsh speaker.



Some of the comments provided by patients on the questionnaires included:

*"I don't believe they can improve at all as the service is very good"*

*"Very satisfied with the service"*

## Delivery of Safe and Effective Care

### Overall Summary

We saw that the building was in a state of good repair, both internally and externally. The clinic was kept clean and tidy, and the cleanliness levels witnessed were reflected in the patient questionnaires received.

We saw evidence of a fire safety risk assessment in place, however, this was out of date. We advised staff that this needed to be reviewed immediately to bring it up to date.

The patient records we reviewed were being kept to a good standard. The notes were clear, legible, and generally good quality with sufficient information about the patient and their treatment being recorded.

### What we found this service did well

- The setting is clean and tidy and kept in a state of good repair.

### Where the service could improve

- An environmental risk assessment should be completed
- Fire safety risk assessment should be reviewed.



# 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.

The practice had various policies and procedures in place, all of which appeared to be reviewed regularly.

We observed clear and up to date training records for staff on the clinic's online system. However, some further improvements are required.

Regular staff meetings were taking place. Minutes are recorded and kept on file.

## What we found this service did well

- We saw evidence of overall very good governance and professional attitudes from staff
- We witnessed a staff team that works very well together.

## Where the service could improve

- A regulation 16 report should be devised by the practice manager and responsible individual.

## 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.

