

Inspection Summary Report

Smile Solution Ltd Chepstow / Aneurin Bevan
University Health Board

Inspection date: 6 October 2022

Publication date: 6 January 2023



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



Overall, we found that Smile Solution Ltd Chepstow 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 of Smile Solution Ltd Chepstow, Aneurin Bevan University Health Board on 6 October 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 Smile Solution Ltd Chepstow Orthodontic Practice 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 found this service did well

- Patients were treated in a caring and friendly manner in a surgery that preserved their dignity
- Patients who were anxious and / or autistic patients were given extra time and support to make decisions about their treatment
- Patient experience was positive at this setting, across most areas, based on feedback responses and comments.

Where the service could improve

- Ensure an “active offer” of Welsh is made to patients who may wish to communicate in Welsh, translate practice information and posters into Welsh and display them to ensure that patients are able to access information in the language of their choice
- Use the feedback information from patients to implement a ‘you said, we did’ information board.

Patients told us:

Patients provided us with the following comments:

“The orthodontist will always talk to me about the progress. It’s really nice to be in the loop”

“Always polite and helpful staff”

“Fantastic service, very pleased with treatments.”

Delivery of Safe and Effective Care



Overall Summary

Overall, the practice was 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.

There were satisfactory arrangements in place to ensure that X-ray equipment was used appropriately and safely.

What we found this service did well

- Appropriate fire safety equipment monitoring and testing measures were in place
- Safeguarding training compliance rates, levels and procedures were of a high standard
- Staff training rates in relation to infection prevention and control (IPC) were high.

Where the service could improve

- Complete an updated Fire Risk Assessment and health and safety risk assessment
- Address flooring seal degradation in the surgery
- Effectively manage the storage of cleaning equipment to reduce the risk of cross contamination.

Patients told us:

Patients provided us with the following comments:

“By seeing patients for a check-up as soon as possible. This will help prevent long term dental problems. I have not had a routine check-up since [date removed for anonymity]”

“Shorter periods between appointments.”

“The only negative might be the lack of child-friendly waiting room.”

“This is an excellent practice. The change of venue has been transformational.”

“Always polite and helpful.”

Quality of Management and Leadership



Overall Summary

We saw that the practice was well organised with policies and procedures in place. Documentation relating to staff information was held safely and securely and contained all the information necessary to ensure that staff were fit to work.

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

What we found this service did well

- We saw that all staff, clinical and non-clinical worked very well together as part of a team.

Where the service could improve

- Complete an annual report relating to assessing and monitoring the quality of service provision to comply with regulation 16 of the Private Dentistry (Wales) Regulations 2017
- Ensure that recruitment procedures for all new staff are followed in relation to the collection of references.

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.

