

Inspection Summary Report

University Dental Hospital, Cardiff and Vale
University Health Board

Inspection date: 24 April 2023

Publication date: 25 July 2023



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

Digital ISBN 978-1-83504-433-9
© Crown copyright 2023



Appropriate measures were in place to provide patients with safe and effective care and ensure that risks to staff and patients were minimised.

All staff were committed to providing a high standard of care for patients and this was supported by a range of policies and procedures.

Patients rated the service they had received as 'very good' or 'good' and provided positive feedback on their experiences. However, patients indicated there had been long delays between being referred and receiving treatments. We asked the health board to identify whether the waiting times experienced by patients could be improved.

We were informed that the dental building had experienced a number of leaks over time and we requested an update from the health board on the progress of the estates work to replace the affected areas.

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 University Dental Hospital, Cardiff and Vale University Health Board on 24 April 2023. We visited the third floor, which provides dental care for patients who are screened as suitable for treatment by undergraduate dental students under supervision from qualified staff.

Our team for the inspection comprised of two HIW Healthcare Inspectors and a Dental Peer Reviewer. The inspection was led by a HIW Senior Healthcare Inspector.

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 the health board was committed to providing a positive experience for their patients. We observed staff treating patients with kindness and respect. Patients were provided with sufficient information and guidance regarding their treatment.

Where the service could improve

- Bilingual information should be more accessible to patients and the ‘Active Offer’ should be made in accordance with Welsh language standards
- Broken lifts at the dental hospital must be repaired.

What we found this service did well

- The dental hospital made efforts to provide patients with an appointment to be seen at a time suitable to them.

Patients told us:

“The environment is very friendly and professional. The students are very thorough and explain everything, which puts me at ease. Very professional all-round.”

“Students have all been fantastic, friendly and professional.”

“The student who did my treatment explained everything as he was going along and made me feel at ease.”

Delivery of Safe and Effective Care



Overall Summary

The treatment areas had the necessary equipment required to undertake the treatments and services offered by the dental hospital. We saw a suitable system was in place to help ensure patient records were safely managed and stored securely. Up-to-date written policies and procedures were in place in relation to infection prevention and control and decontamination. However, further actions need to be taken to improve the safe and suitable storage of clinical waste on the third floor of the dental hospital.

Where the service could improve

- Used dental instruments should be placed in a container before being taken to the dirty area
- The health board must ensure students are capturing contemporaneous and detailed records in relation to all aspects of X-rays undertaken on patients.

What we found this service did well

- An effective process for the cleaning and decontamination of reusable dental instruments was described and demonstrated.



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. We saw training was up-to-date and certificates were being kept to evidence this. There was evidence of good leadership and clear lines of accountability in place.

What we found this service did well

- A range of policies were readily available to staff to support them in their work roles.

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.

