

Inspection Summary Report

91 Dental Care, Mold

Inspection date: 09 May 2023

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

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Overall, we found that 91 Dental Care, Mold offered a friendly, caring and professional service to patients in a pleasant and welcoming environment which was very well maintained, both internally and externally.

We were assured that the practice is delivering a quality service that promoted oral health. 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 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 at 91 Dental Care, Mold on 9 May 2023.

Our team, for the inspection comprised of a HIW Healthcare 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 that 91 Dental Care was committed to providing a positive experience for patients.

We observed staff greeting patients in a polite and friendly manner, both in person and on the telephone.

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. All the patients who completed a HIW questionnaire rated the service provided by the dental practice as very good.

What we found this service did well

- The practice had arrangements in place to protect the privacy of patients, including dedicated areas for patients to have private conversations with staff
- Patients were treated in a caring and friendly manner within surgeries that preserved their dignity
- There was good disabled access to the practice
- Staff continue to record patient responses to their COVID-19 screening questions and we saw staff guiding patients to the appropriate surgeries.

Patients told us:

Patients provided us with the following comments:

“Always very professional, friendly and helpful.”

“I always feel the staff are enjoying their work and working together as a team. The atmosphere is very relaxed and it all makes for a pleasant experience.”

“Outstanding care and attention, nothing is too much trouble. The two dentists and their support staff are cheerful, friendly and professional. I would never go anywhere else for my dental care.”

“Without exception the service, quality and professionalism at this practice has been excellent. 91 Dental care always maintain the highest of standards from dentistry to administration to the physical environment of a well maintained and comfortable decor. This is a first class practice with friendly, approachable staff who maintain attention to detail ensuring the very best for patients.”

“I have been coming here for over 12 years. The care and attention given is excellent. The improvement in my dental health is due to 91 Dental expertise. I cannot praise the service and staff enough.”

“Consistently excellent care offered to all members of the family. Thorough and considerate.”

“New ground floor surgery is excellent and easy access.”

Delivery of Safe and Effective Care



Overall Summary

We found that 91 Dental Care was meeting the relevant regulations associated with the health, safety and welfare of staff and patients.

The practice was very well maintained and well equipped to provide the services and treatments they are registered to deliver. All areas were very clean and free from any visible hazards.

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

The dental team were very knowledgeable, professional and demonstrated their understanding on where and how to access advice and guidance.

Where the service could improve

- Ensure the location of the extractor fan is repositioned to ensure correct airflow in the decontamination room
- Ensure logs are maintained for all purchasing and dispensing of antibiotics
- Recording of patients' preferred language choice within clinical records.

What we found this service did well

- The practice had been designed and finished to a high standard
- Dental surgeries were clean, well equipped and fit for purpose, with well-maintained equipment
- Dedicated decontamination room
- Good quality audits had been completed.

Patients told us:

Patients provided us with the following comments:

“I have been coming to 91 Dental for a number of years. The service in my opinion is outstanding, you are always made to feel at ease. I struggled in the past with dentist anxiety but 91 Dental always have taken their time and been very understanding of my difficulties. I rate this dentist very highly.”

“Very individualised care, always based on my very complex dental needs.”

“Very personal and always caring.”

“This is an excellent practice with highly skilled and qualified staff. The professionalism and quality of staff and the care demonstrated is exceptional. Time is taken to put you at your ease at each appointment and treatment is fully and clearly explained. I have recommended this practise to family and friends.”

“I am a very nervous patient and made to feel relaxed that I have such understanding dentist.”

“Extremely pleased with the care I have received. the treatment provided has meant I have improved my oral health no end and my issues have virtually gone.”

“I feel safe that high standards are adhered to always here.”



Quality of Management and Leadership

Overall Summary

We found 91 Dental Care to have very good leadership and clear lines of accountability.

The day to day management of the practice was the responsibility of the registered manager, who we found to be very committed and dedicated to the role and the practice.

We observed that the staff team worked very well together and were committed to providing a high standard of care for patients.

Staff had access to appropriate training opportunities in order to fulfil their roles.

Where the service could improve

- Complete the Health Education and Improvement Wales (HEIW) integrating smoking cessation audit.

What we found this service did well

- We saw that all staff, both clinical and non clinical, worked very well together as part of a team
- Very well maintained staff files
- All clinical staff had attended training relevant and were meeting the Continuing Professional Development (CPD) requirements.

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.

