

Inspection Summary Report

My Smile Centre dental practice, Hywel Dda
University Health Board

Inspection date: 12 September 2023

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

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We found that My Smile Centre dental practice was committed to providing a positive experience for their patients.

The practice was well maintained, clean and free from visible hazards. The surgeries and decontamination rooms were well equipped and of a good standard.

Staff greeted patients in a polite and friendly manner, both in person and on the telephone.

There were systems in place to ensure patients were being treated with dignity and professionalism.

The practice lacked evidence about maintenance of X-ray equipment and staff training in radiation protection. This was resolved promptly following the inspection.

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 My Smile Centre Dental Practice, Hywel Dda University Health Board on 12 September 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 My Smile Centre dental practice was committed to providing a positive experience for their patients. Despite pressures on the service and difficulty in recruiting additional staff, staff told us they were dedicated to providing a service for the local community.

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

We found there were systems in place to ensure patients were being treated with dignity and professionalism.

Where the service could improve

- Encourage feedback from patients and review this regularly
- Seek advice and support to implement the 'Active Offer' of Welsh
- Ensure staff understand the Duty of Candour.

What we found this service did well

- Clean and pleasant environment
- Good provision was made to help patients with additional mobility needs access the practice and services
- Patients were treated in a caring and friendly manner, within surgeries that preserved their dignity.

Patients told us:

Patients provided us with the following comments:

“Excellent all round!”

Delivery of Safe and Effective Care



Overall Summary

Overall, the practice was well maintained and all patient facing areas were clean and free from visible hazards. The surgeries and decontamination rooms were well equipped and of a good standard.

There were appropriate measures in place for infection prevention and control.

Where the service could improve

- Evidence was not available to show that X-ray equipment had been appropriately maintained
- Evidence was not available to show that staff had undertaken up-to-date training in the safe use of X-ray equipment
- A structured programme of clinical audits
- Refer to the All Wales national safeguarding procedures.

What we found this service did well

- The team worked well together to provide safe and effective care to their patients
- Safe arrangements for the decontamination of dental instruments
- Good management of emergency medicines and equipment.



Quality of Management and Leadership

Overall Summary

My Smile Centre dental practice had clear lines of accountability and staff that were committed to providing a high standard of care to their patients.

We saw systems in place to provide training and induction to new staff and all clinical staff were registered with the General Dental Council (GDC).

Where the service could improve

- Staff should have regular appraisals
- A more structured approach to quality improvement activities
- A system to monitor training requirements across the practice
- Policies, procedures and risk assessments should be dated and reviewed at appropriate intervals.

What we found this service did well

- Clear management and lines of accountability
- Member of the British Dental Association (BDA) good practice scheme.

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.

