

Inspection Summary Report

Avenue Villa Dental practice, Hywel Dda
University Health Board

Inspection date: 13 September 2023

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

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Patient feedback to the HIW questionnaire was positive and the processes and support in place for patients we observed were comprehensive. We saw patients were treated with dignity and respect and that the information available to them was in a language of their choice and extensive. We found that patients were treated and seen in a timely manner.

We found safe care was being provided to patients and the practice to be in a good state of repair with appropriately sized spaces for patients. Patients agreed with our findings that the practice was clean.

We found improvements could be made on the checks of emergency equipment and the monitoring of first aid and fire safety training.

We observed a friendly atmosphere at the practice and good engagement between employees.

Staff records required improvement around training being incorrectly recorded and references missing for staff at the practice. We also saw that quality improvement activities should be increased to meet the existing frameworks in Wales.



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 Avenue Villa Dental Practice, Hywel Dda University Health Board on 13 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

- Patient feedback to the HIW questionnaire was positive and the processes and support in place for patients we observed were comprehensive. We saw patients were treated with dignity and respect and that the information available to them was in a language of their choice and extensive. We found that patients were treated and seen in a timely manner.

From the evidence we saw, we were assured by the quality of patient experience at the practice.

Patients told us:

“Very friendly and informative dentist and staff.”

“Keep up the great work.”

We asked what could be done to improve the service. One comment included the following:

“Although I pay Denplan, I still find that Lab fees etc for bridge work etc quite high as an extra cost”

Delivery of Safe and Effective Care



Overall Summary

- Provide We found safe care was being provided to patients and the practice to be in a good state of repair with appropriately sized spaces for patients. Patients agreed with our findings that the practice was clean.

We found improvements could be made on the checks of emergency equipment and the monitoring of first aid and fire safety training. We saw patient records were detailed but found improvements on the advice given to patients regarding smoking cessation. We saw that patients received a robust triage and were appropriately treated.

Where the service could improve

- Increase the regularity of checks conducted on emergency equipment and ensure servicing is routine
- Ensure all radiographic treatment and their risks are recorded appropriately
- Ensure the environment is at a suitable temperature for staff to work in.

What we found this service did well

- The assessment of fire and health and safety risks were comprehensive
- Infection, prevention and control was suitably managed and the practice was visibly clean

Patients told us:

“Very impressed with the cleanliness of the surgery, nurse was cleaning all surfaces thoroughly as I was leaving”

Quality of Management and Leadership



Overall Summary

- We saw a clearly defined management structure in place, with regular staff meetings and managers feeling supported by their corporate team. We observed a friendly atmosphere at the practice and good engagement between employees.

Staff records required improvement around training being incorrectly recorded and references missing for staff at the practice. We also saw that quality improvement activities should be increased to meet the existing frameworks in Wales. We heard from staff that relationships with partner organisations were good and staff felt supported to undertake training by management.

Where the service could improve

- Updating and improving the recording of training and ensuring all employment checks are routinely undertaken
- Ensure that all staff receive an annual appraisal
- Review quality improvement and clinical audit activities.

What we found this service did well

- We observed good internal and external working relationships
- Staff felt supported by managers to undertake training and raise concerns.

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.

