

Inspection Summary Report

Brynteg Dental practice (Carmarthen), Hywel
Dda University Health Board

Inspection date: 30 October 2023

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

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We found patients were being treated professionally, with kindness and respect and we saw there was timely treatment of those patients requiring emergency appointments. We noted improvements could be made in providing a Welsh 'Active Offer' to patients.

We found a clean and tidy practice although some improvement was required within the decontamination room, the safe storage of medicines and aspects of patient records. We saw that fire safety checks were complete and dental equipment was in working order. Staff told us they felt confident in the use of the equipment and were trained appropriately.

We found suitable governance and leadership arrangements in place to support the effective working of the practice. We saw the process for recording and responding to feedback and complaints was appropriate, while we noted areas for improvement with the risk assessment of missing employment information for long-standing employees. We also saw improvements needed to ensure smoking cessation audits take place routinely and that staff appraisals take place annually.

These 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 Brynteg Carmarthen Dental Practice, Hywel Dda University Health Board on 30 October 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 patients were being treated professionally, with kindness and respect. We noted improvements could be made in providing a Welsh ‘Active Offer’ to patients. We saw there was timely treatment of those patients requiring emergency appointments.

Where the service could improve

- To put arrangements in place to provide a robust ‘Active Offer’ to patients.

What we found this service did well

- We saw patients being treated with kindness, dignity and respect
- The service displayed a focus on the rights and equality of patients and staff, including any reasonable adjustments required.

Delivery of Safe and Effective Care



Overall Summary

- We found a clean and tidy practice although some improvement was required within the decontamination room, the safe storage of medicines and aspects of patient records. We saw that fire safety checks were complete and dental equipment was in working order. Staff told us they felt confident in the use of the equipment and were trained appropriately.

Where the service could improve

- The temperature, cleanliness and organisation of the decontamination room
- The safe storage and recording of medicines
- Areas of patient records required strengthening.

What we found this service did well

- Fire safety precautions were comprehensive
- The practice environment was kept clean and tidy.



Quality of Management and Leadership

Overall Summary

- We found suitable governance and leadership arrangements in place to support the effective working of the practice. We saw the process for recording and responding to feedback and complaints was appropriate, while we noted areas for improvement with the risk assessment of missing employment information for long-standing employees. We also saw improvements needed to ensure smoking cessation audits take place routinely and that staff appraisals take place annually. We noted that staff meetings were held regularly and working relationships with other local health services were supportive.

Where the service could improve

- Assess the risk of missing employment information from long-standing employees
- Ensure staff appraisals take place annually.

What we found this service did well

- We observed good working relationships within the practice and between the Brynteg Dental group representative and staff
- We saw the system in place for the submission and response to patient feedback was suitable.

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.

