

Inspection Summary Report

Bridge Dental Care, Aneurin Bevan University
Health Board

Inspection date: 18 October 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 Bridge Dental Care offered a friendly, caring and professional service to patients.

We found the premises very clean, well maintained, and furnished and decorated to a high standard.

We found that staff worked very hard to ensure safe and effective care for their patients' needs.

Patient feedback received by HIW was very positive.

We found good use of IT solutions to manage the practice, with a positive approach to staff development and patient feedback.

We found good levels of communication between management and the wider dental team.

We found evidence of regular audits as part of quality improvement activity and were assured that the practice is delivering a quality service that promoted good oral health.

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 Bridge Dental Care, Aneurin Bevan University Health Board on 18 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

Patients provided very positive feedback about the care and service provided by the dental practice.

We found that staff were friendly and worked hard to treat their patients with kindness, dignity, and respect throughout the inspection.

We found the practice made efforts to accommodate unscheduled emergency treatment on the same day and patients said it was easy to get an appointment when they needed one.

There was a good range of information throughout the practice and patients said they were given enough information to understand the treatment options available along with their risks and benefits.

Where the service could improve

- Consider how information can be made available in formats that meet the needs of patients with reading difficulties.

What we found this service did well

- Good provision of bilingual information
- Consultation rooms available for sensitive confidential discussions
- Upstairs waiting area suitably decorated and furnished providing a calm, relaxing area for anxious and neuro-divergent patients.

Patients told us:

Patients provided us with the following comments:

“It’s a nice practice. Clean and tidy. Staff are always lovely. Plenty of waiting rooms and toilets. Dentists are kind and gentle.”

“Everyone is so friendly and welcoming they make me feel so at ease.”

“Excellent service, very professional team.”

Delivery of Safe and Effective Care



Overall Summary

We saw the dental practice was well maintained, clean and tidy and decorated to a very high standard.

We found suitable arrangements were in place at the practice to provide patients with safe and effective care and that staff were clear regarding their work roles and responsibilities.

We found good compliance with fire safety precautions and numerous fire exits were available. However, the ground floor evacuation plan needed some revision in relation to patients with mobility issues.

Dental records were detailed and easy to follow.

Where the service could improve

- Must ensure the washer-disinfector equipment is serviced annually in accordance with guidelines
- Whilst stored securely, the clinical waste bins are to be locked
- The practice safeguarding policy to be reviewed to reflect All-Wales national guidelines.

What we found this service did well

- Consistent layout to surgeries
- Well organised designated decontamination room
- Good x-ray compliance with appropriate signage above surgery doors.

Quality of Management and Leadership



Overall Summary

The registered manager was available for staff, and we found an effectively run practice with clear reporting lines for staff. Staff were found to be adequately supported within their roles with evidence of regular appraisals.

We saw a good induction process in place with checklists signed by senior management on completion. We found compliance with staff training and professional obligations was very good.

We saw evidence of a suitable complaints process in accordance with the practice policy and excellent levels of positive feedback via the practice website.

While we identified some improvements were needed, overall, we found the practice to be well managed.

What we found this service did well

- Good range of training for staff and good compliance with mandatory training
- A range of policies were readily available to staff to support them in their work roles
- Comprehensive range of audits with aim to continually improve standards.

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.

