

Inspection Summary Report

Coach House Dental Care, Betsi Cadwaladr
University Health Board

Inspection date: 07 November 2023

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

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We found that Coach House Dental Practice offered a friendly, caring and professional service to patients.

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

We were assured that the practice is delivering a quality service that promoted oral health.

Safeguarding arrangements at the practice were effective and staff were knowledgeable on the processes.

Good practice in the maintaining of staff training, employment checks and vetting. We also found suitable governance procedures in place to support the effective running of the practice.

We were assured that the practice is delivering a quality service that promoted oral health.



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 Coach House Dental Practice on 7 November 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 Coach House Dental Care was committed to providing a positive experience for patients.
- All the patients who completed a HIW questionnaire rated the service provided by the dental practice as good and very good.
- 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.

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
- The practice premises was accessible to all.

Patients told us:

Patients provided us with the following comments:

“Excellent dental practice.”

“As an ex dental nurse I found the whole practice faultless.”

“Completely relaxing, feel in good hands. The dentist is great a pleasure to visit, I trust them.”

“This dental practice is very good and I feel well cared for.”

“Yes the reception ladies were very helpful and my dentist, a lady and her assistant were very nice, good job there.”

“I think they have been excellent throughout all the treatment I have had.”

“Fantastic dentist.”

Delivery of Safe and Effective Care



Overall Summary

- We found that Coach House 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

- Complete the radiation risk assessments and undertake digital equipment quality assurance checks
- Undertake quarterly X-ray equipment quality assurance audits and complete the Health Education Improvement Wales's (HEIW) quality improvement tool for ionising radiation
- Undertake clinical record keeping audit.

What we found this service did well

- The practice had been finished to a high standard
- Dental surgeries were clean, well equipped and fit for purpose, with well-maintained equipment
- Two dedicated decontamination rooms
- Good quality audits had been completed
- Good safeguarding arrangements in place with three members of staff trained in level 3.

Patients told us:

Patients provided us with the following comments:

“This practice is amazing. All my family attend and we all feel the same. Whatever procedure I have had all information has been given to me. I am confident to ask questions. My Dentist goes above and beyond to ensure I understand. I am a nervous patient. This practice is always clean and welcoming.”

“Always professional very caring and considerate. I am a nervous patient and they always put me at ease, they are the best.”

“Been coming here for several years and dentist and assistant are very professional and listen to my concerns.”

Quality of Management and Leadership



Overall Summary

- We found Coach House 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 HEIW integrating smoking cessation toolkit and antibiotic prescribing.

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 service to provide documented evidence of action taken and/or progress made.

