

Inspection Summary Report

Brackla Dental Surgery, Cwm Taf Morgannwg
University Health Board

Inspection date: 08 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 staff worked hard to treat their patients with kindness, dignity, and respect throughout the inspection.

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

We saw level access into the premises for wheelchair users with surgeries located downstairs, providing easy access to treatment for patients with mobility issues.

We found the practice worked hard to ensure safe and effective care for their patients' needs and they reacted well to patient feedback.

Overall, we saw appropriate systems to support the delivery of safe and effective care for patients. However, we found some areas for improvement around the detail recorded in patient records.

We found a large amount of patient information available in Welsh and English and saw good systems in place to provide a bilingual service.



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.

Patient feedback received by HIW was generally positive.

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 of Brackla Dental Care, Cwm Taf Morgannwg University Health Board on 08 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

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

We found that staff 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 need one.

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

We were informed that the practice had made numerous adjustments so that everyone can access services on an equal basis.

Where the service could improve

- Consider how the practice's own written information can be made available in Welsh, and other formats that consider the needs of patients with reading difficulties
- Install a disabled pull-cord alarm system to the accessible patient toilet.

What we found this service did well

- All respondents who completed a HIW patient questionnaire rated the service as 'very good'
- Good number of staff able to speak Welsh, providing bilingual care for patients wishing to speak Welsh
- On site car parking with level access into practice and to ground floor surgeries.

Patients told us:

Patients provided us with the following comments:

“Excellent care in a very knowledgeable practice that is clean and professional.”

“Very friendly and efficient dental practice.”

“The staff and dentist were amazing, very helpful and friendly.”

Delivery of Safe and Effective Care



Overall Summary

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

Generally, 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 but required fire drills to be documented.

We found appropriate medicines management processes and safeguarding arrangements were in place.

Dental records for patients were detailed and easy to follow with some minor points for improvement.

Where the service could improve

- Change the seating material used in the patient waiting area to enable effective cleaning and infection control
- Ensure a record is kept of the three-monthly dip slide tests
- Ensure x-rays are taken where clinical examination and risk assessment indicates, or a full explanation of the rationale should be documented if the decision is not to do so
- Ensure patient treatment options are consistently recorded in the patient records.

What we found this service did well

- Clean, spacious, well-lit, uncluttered and ventilated surgeries
- Good decontamination system in place for reusable dental equipment
- Good fire safety compliance.



Quality of Management and Leadership

Overall Summary

We found an effectively run practice. The registered manager was open and approachable, and we found clear reporting lines for staff. Staff were found to be adequately supported within their roles. We saw evidence of appraisals taking place, although more meaningful objectives should be agreed between management and the staff.

We found the practice was signed up for the update service with the Disclosure and Barring Service. However, they had failed to keep a record of checks made as part of their duty to ensure staff remain fit to be employed at the practice.

We saw an induction process in place and that there was good compliance with mandatory staff training. We were told the practice used industry recognised team development tools to improve standards.

We saw evidence of a suitable complaints process in accordance with the practice policy with good quality documented responses.

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

Where the service could improve

- Ensure necessary written references are obtained prior to employing staff to work at the practice.
- Put in place a 'You said, we did' display or similar.

What we found this service did well

- A good 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
- Detailed annual business and development plan as result of audits and feedback
- Positive attitude to implementation of reasonable adjustments as a result of patient feedback.

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.

