

# Inspection Summary Report

Charro Dental Practice, Powys Teaching Health Board

Inspection date: 12 December 2023

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

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We found the dignity of patients was upheld and they were treated with respect through their patient journey. All patients told us the service provided by the practice was 'very good'. We found areas of improvement regarding the implementation of the 'Active Offer,' but noted the practice made efforts to enable patients to communicate in their preferred language wherever possible.

We found a clean and organised practice which promoted the safe and effective care of patients. We saw equipment was in good condition and used appropriately. Infection control was managed effectively and the records we viewed indicated staff were trained to the correct level in IPC and decontamination. We saw care was delivered safely and in line with regulatory and statutory guidance, but found some improvements were required in relation to patient records and staff first aid training compliance.

We found the management structures in place supported the effective running of the practice. Staff were friendly and supportive with one another and patients. The records we reviewed evidenced all staff were appropriately trained to perform their roles and that their professional obligations were upheld. These 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 Charro Dental Practice, Powys Teaching Health Board on 12 December 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 the dignity of patients was upheld and they were treated with respect through their patient journey. All patients told us the service provided by the practice was ‘very good’. We saw systems in place to manage patient appointments appropriately, and delays to appointments were communicated in a timely manner. We found areas of improvement regarding the implementation of the ‘Active Offer,’ but noted the practice made efforts to enable patients to communicate in their preferred language wherever possible. We saw a zero-tolerance approach to the abuse of both patients and staff.

## Where the service could improve

- The registered manager must provide HIW with details of the action taken on implementing the ‘Active Offer’.

## What we found this service did well

- Patient feedback to the HIW questionnaire was positive.

### Patients told us:

*“I was treated with the utmost respect and dignity and educated about my oral health. I was made fully aware of the treatment required. Excellent!”*

*“After 20 years with this practice, I would recommend to anyone. First class dentist and staff.”*

*“The service in this practice has and is excellent. Thanks everyone.”*

*“I am very impressed with my care and the professional way that I have been dealt with. They have gone above and beyond to make me (a nervous patient) feel welcome and as relaxed as possible.”*

*“Very welcoming, polite and professional. Great!”*

*“At 50 years of age it is the best dental practice I have ever known. Jimmy has humour, expertise and great patient care on his side.”*

# Delivery of Safe and Effective Care



## Overall Summary

- We found a clean and organised practice which promoted the safe and effective care of patients. We saw equipment was in good condition and used appropriately. Infection control was managed effectively and the records we viewed indicated staff were trained to the correct level in IPC and decontamination. All patients who completed the HIW questionnaire told us they thought the practice was ‘very clean’ and that staff followed infection control procedures. We saw care was delivered safely and in line with regulatory and statutory guidance, but found some improvements were required in relation to patient records and staff first aid training compliance. All patients told us they thought their medical history was checked appropriately prior to treatment. We found fire risks were managed safely, with equipment maintained to the correct standard.

## Where the service could improve

- The registered manager must ensure first aid refreshers take place annually
- The registered manager must ensure patient records accurately reflect risk assessments and treatment provided to the patient
- The registered manager must ensure the language and communication needs of patients are routinely recorded in patient records.

## What we found this service did well

- Medicines were managed correctly and safely
- The management of radiographic treatments was robust.

### Patients told us:

*“First impressions were the conditions of the building throughout. Exceptionally clean!”*

# Quality of Management and Leadership



## Overall Summary

- We found the management structures in place supported the effective running of the practice. Staff were friendly and supportive with one another and patients. The records we reviewed evidenced all staff were appropriately trained to perform their roles and that their professional obligations were upheld. The staff we spoke to said they felt confident raising concerns and raising issues with managers. We found a satisfactory system in place for the recording of and response to patient feedback. We noted that improvements were required in respect of compliance with audits.

## Where the service could improve

- The registered manager must undertake clinical audits, such as those available through Health Education and Improvement Wales (HEIW)
- The registered manager must undertake a review of their audit and quality improvement policy and procedure.

## What we found this service did well

- The collection, review and response to patient feedback was routine.

## 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.

