

Inspection Summary Report

Abersychan Dental Surgery, Aneurin Bevan
University Health Board

Inspection date: 06 December 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 a surgery located on the ground, providing easy access to treatment for patients with mobility issues. However, we found the patient toilet was located on the first floor and was not suitable for wheelchair access.

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 and safeguarding training.

We found a limited patient information available in Welsh and no provision to provide a bilingual service.



Patient feedback received by HIW was generally positive with most agreeing they had been given enough information about their treatment options and all said it was easy to get an appointment when they needed one.

We found the practice had a recent change of ownership, who were in the process of implementing their own policies and processes whilst providing an ongoing service. We found that due to this recent change of ownership, there was no evidence of clinical audits having been conducted under the current management.

This change in leadership had not been amended within the practice information, was not clearly indicated to patients and had not been notified to the registration authority.

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 Abersychan Dental Surgery, Aneurin Bevan University Health Board on 06 December 2023.

Our team, for the inspection comprised of two HIW Healthcare Inspectors 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 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 extended working hours to ensure patients can access treatment at a time suitable to them. The practice also 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 limited information available in the practice although patients said they were given enough information to understand the treatment options available.

Where the service could improve

- Up to date patient information leaflet to be made available to include inaccessibility of patient toilets to wheelchair users
- Treatment fees to be displayed
- Names and General Dental Council (GDC) details for dental professionals to be displayed.

What we found this service did well

- All 13 respondents rated the service as 'good' or 'very good'
- Patient dignity upheld with surgery doors closed and blinds installed
- Good access to practice with large car park and bus stops outside.

Patients told us:

Patients provided us with the following comments:

“Brilliant practice, staff welcoming and always accommodating.”

“Staff very helpful.”

“This is a friendly helpful dentist.”

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 a dedicated decontamination area with suitable systems in place for decontaminating reusable dental instruments and to safely transport instruments about the practice, although recording of decontamination cycles was incomplete.

Safeguarding policies and procedures were in place with a safeguarding lead appointed.

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

Where the service could improve

- Additional issues raised in fire risk assessment to be addressed
- Sharps injury flowcharts to be displayed in clinical areas
- Install ventilation system for the decontamination room
- Implement use of recognised checklists to prevent wrong tooth extractions
- All staff to complete fire safety training
- Additional first aiders to be trained and appointed
- Patient records to be kept locked away in a secure location.

What we found this service did well

- Evidence of regular checks of fire detection and safety equipment including regular drills.



Quality of Management and Leadership

Overall Summary

The registered manager was visible, and we found clear reporting lines for staff and an effectively run practice. However, we found the practice had recently changed ownership and needed to notify HIW of this change.

Staff were found to be adequately supported within their roles with evidence of regular appraisals.

We found a range of up-to-date policies and procedures in place although these had not been countersigned by staff as read and understood. The Health and Safety Policy was found to be incomplete.

We saw a good recruitment process in place and in general compliance with staff training and professional obligations was good. However, evidence of training compliance and professional obligations for occasional staff was not held on record.

We saw evidence of a suitable complaints process in accordance with the practice policy.

While we identified a number of improvements are needed, we felt the practice was affected by the recent change in ownership and that the practice manager was on maternity leave at the time of the inspection.

Where the service could improve

- Statement of purpose to be reviewed to reflect new management structure and staff changes
- Induction process to be documented and signed-off by supervising staff member
- Reinstall suggestions box to support anonymised feedback
- Duty of candour training to be completed by all staff
- Practice to implement a comprehensive range of audits with aim to continually improve standards in the practice.

What we found this service did well

- Positive response to feedback including the appointment of an additional hygienist.

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.

