

General Dental Practice Inspection (Announced) Porthmadog Dental Centre

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1. Introduction

Healthcare Inspectorate Wales (HIW) is the independent inspectorate and regulator of all health care in Wales.

HIW's primary focus is on:

- Making a contribution to improving the safety and quality of healthcare services in Wales
- Improving citizens' experience of healthcare in Wales whether as a patient, service user, carer, relative or employee
- Strengthening the voice of patients and the public in the way health services are reviewed
- Ensuring that timely, useful, accessible and relevant information about the safety and quality of healthcare in Wales is made available to all.

HIW completed an inspection to Porthmadog Dental Centre, 76 High Street, Porthmadog, Gwynedd, LL49 9NW on 28 February 2017.

HIW explored how Porthmadog Dental Centre complied with the Private Dentistry (Wales) Regulations 2008 and the Private Dentistry (Wales) (Amendment) Regulations 2011 and other relevant legislation and guidance.

Dental inspections are announced and we consider and review the following areas:

- Quality of the Patient experience - We speak to patients (adults and children), their relatives, representatives and/or advocates to ensure that the patients' perspective is at the centre of our approach to how we inspect.
- Delivery of Safe and Effective Care - We consider the extent to which services provide high quality, safe and reliable care centred on the person.
- Quality of Management and leadership - We consider how services are managed and led and whether the culture is conducive to providing safe and effective care. We also consider how services review and monitor their own performance against relevant standards and guidance.

More details about our methodology can be found in section 6 of this report.

2. Context

Porthmadog Dental Centre provides private only dental services and is based in Porthmadog, Gwynedd.

The practice staff team includes 1 lead clinician, 2 dental nurses and 2 trainee dental nurses.

A range of private dental services are provided at Porthmadog Dental Centre such as general dentistry, preventative dentistry and cosmetic dentistry. Porthmadog Dental Centre opened in 2009.

3. Summary

Overall, we found evidence that Porthmadog Dental Centre provided safe and effective care to their patients in a pleasant environment with friendly, professional and committed staff. Patients who completed the HIW questionnaires told us that they were very satisfied with the care and treatment they receive at Porthmadog Dental Centre.

This is what we found the practice did well:

- The practice is committed to providing a positive experience for patients.
- Staff were polite, caring and listened to patients.
- Patients were provided with enough information to make an informed decision about their treatment and we saw evidence that patients were satisfied with the treatment and service received.
- The practice has a system in place for seeking the views of patients.
- Clinical facilities were well-equipped, visibly clean, tidy, well organised and in excellent condition.
- Good standards of infection control and decontamination process in place.
- Patients' records were of a high standard.
- Systems for governance and monitoring the quality of the service against the requirements of the regulations were in place.
- Policies and procedures were regularly reviewed with version controls.

4. Findings

Quality of the Patient Experience

We found evidence that this practice was committed to providing a positive experience for their patients. The care was given in a timely and dignified manner.

Prior to the inspection, we invited the practice to distribute HIW questionnaires to patients to obtain views on the dental services provided. 22 were completed and returned to us. Patient comments included:

“I registered as a patient due to being unhappy at another dental practice. I have been totally satisfied and impressed by all the practice team members. As a nervous patient I feel the team are extremely understanding and patient”

“Carry on with the excellent service provided”

“I attend this practice even though I have to travel a good distance from my home as they provide good service, always helpful and caring”

“Clean, tidy and very professional”

“Moving here from another practice (in England) I am very impressed with the professionalism, friendliness and high standards in this practice”

“[Named staff] saved my teeth when I started attending this practice”

“The staff are very friendly and helpful and always put me at ease”

Dignified care

All patients stated they were satisfied with the care and treatment they had received at the practice and felt welcomed by the staff. The practice had arrangements in place to protect patients' privacy for private conversations and discretion when dealing with patients' telephone messages.

Timely care

The practice tries to ensure that dental care is provided in a timely way and of the completed questionnaires only one patient indicated that they had ever experienced

a delay and this was made clear to us that this was due to an emergency appointment which was not a problem.

Only one patient stated that they did not know how to access out of hours dental services. The practice emergency details were clearly provided on the outside entrance of the premises, displayed in the waiting areas, and were also provided within the patient information leaflets. Details were also provided on the practice's website.

Staying healthy

All patients who completed our questionnaires stated that they had received enough information about their treatment. There were ample dental health promotion posters and leaflets available in reception and both waiting areas which meant patients had access to information on how to care for their own oral hygiene. Dental Imaging was also taken at the practice (with patients consent) which enables the lead clinician to show patients the treatment needed and why; and allows the patient to view the treatment as it is being carried out which ensures patients are provided with enough information about their treatment. Price lists were also clearly on display.

Over 80% of patients told us that their language needs were met and we observed staff communicating with patients bilingually.

Individual care

Responses from patients' questionnaires showed that all patients felt they were given enough advice about their individual treatment and were very happy with the service they received. Patients told us that they were always made to feel very welcome and were put at ease. It was evident from the questionnaires that staff always take time to listen to patients and advise them about any concerns or questions they may have.

The practice had two dental surgeries which are located over two floors. Wheelchair users could access the ground floor level of the practice with access to the reception, waiting area and one dental surgery.

There was one unisex toilet accessible for wheelchair users at ground floor for use by patients and one toilet on the first floor for staff. Both facilities were clearly signposted and visibly very clean.

We saw that the practice had a complaints procedure in place which was clearly displayed and available in reception and in both waiting areas. The procedure for making a complaint was also published on the practice website. We saw evidence that the practice had a system in place to deal with formal and informal complaints.

We advised the practice to introduce a log to record any complaints or concerns received in order for any common themes to be identified. The practice immediately devised and implemented a log on the day of inspection.

We discussed the practice's mechanism for actively seeking patient feedback, which the practice does by providing questionnaires to their patients, along with a comments and suggestion box for patients to provide their feedback anonymously.

Delivery of Safe and Effective Care

We found that patients were provided with safe and effective dental care. The surgeries contained all relevant equipment and had been designed and organised to help the team work efficiently and was visibly very clean and in excellent condition. Patients' records were of a high standard.

Safe care

We found that the practice was being run with the intention of meeting the Private Dentistry (Wales) Regulations 2008 and the Private Dentistry (Amendment) Regulations 2011 and other relevant legislation and guidance to ensure the health, safety and welfare of patients and staff. The practice provided a clean environment and the surgeries were light and airy.

We looked at the clinical facilities in the surgeries and found that they contained the relevant equipment for the safety of patients and the dental team. We noted that the surgeries were visibly very clean and in excellent condition. The surgeries had also been designed and organised to help the team work efficiently.

All radiological equipment was maintained and in good working order. The arrangements we saw confirmed that it was operated safely and serviced regularly. The lead clinician and dental nurses had up to date training in radiological protection.

We noted that portable appliance testing (PAT) was undertaken appropriately and at regular intervals to help ensure they were safe for use. Fire extinguishers were in place throughout the building and were serviced regularly. Directions for the emergency exits were clearly visible and the Health and Safety poster was clearly on display.

We found that all chemicals were kept securely and none were left in public areas. There was a file available containing a number of data sheets relating to Control of Substances Hazardous to Health (COSHH) and relevant risk assessments in place which had been recently reviewed.

General health and safety risk assessments were seen on the day and these had been recently reviewed.

The practice had procedures in place showing how to respond to patient medical emergencies (CPR). We saw records that indicated that the team had received all relevant training and the practice had two appointed first aiders.

The emergency drugs were stored securely and immediately available in the event of a medical emergency (patient collapse) at the practice. Oxygen cylinders were located in each surgery and a defibrillator made available on the ground floor. We

saw evidence that an effective system was in place to check the equipment and emergency drugs to ensure they remained in date and ready for use. We noted that there were no manual resuscitation self-inflating bags available and the practice immediately ordered these for next day delivery during our inspection visit. We also noted that the emergency drugs did not include adequate adrenaline. However, the practice confirmed, following our visit, that the adrenaline had been found and placed in the emergency drugs kit.

The practice had dedicated facilities with good systems and procedures in place for the cleaning and sterilisation (decontamination) of dental instruments as recommended by the Welsh Health Technical Memorandum (WHTM) 01-05 and we saw records that showed the practice undertakes audits of infection control on a 6 monthly basis. We reviewed the infection control policy and we advised the practice to ensure the policy reflected actual practice.

The practice had a system in place to manage waste appropriately and safely. Contract documentation was in place for the disposal of hazardous (clinical) and non-hazardous (household) waste. We also saw that the waste had been segregated into the designated coloured bags / containers in accordance with the correct method of disposal.

There was a policy in place for both adult safeguarding and for child protection and staff had up to date training in both areas.

Effective care

It was evident that the practice was seeking to continuously improve the service provided. We were able to see that relevant audits had been completed or arranged by the practice.

There was evidence that the practice, as a whole, was keeping good clinical records and the lead clinician's use of photographic images provides an excellent record of the patients' dental history and dental problems, demonstrating that care is being planned and delivered ensuring patients' safety and wellbeing.

We examined a sample of patients' records and found that patient care entries contained sufficient information regarding discussions held about treatment options, costs, risks, benefits and how patient consent was obtained. There was also evidence of treatment planning and, where required, a treatment plan given to patients. The lead clinician documented that cancer screening and smoking cessation advice had been given.

Quality of Management and Leadership

We found that this was a very well run service with effective systems to support overall practice management and leadership. The staff team appeared happy in their roles and were competent in carrying out their responsibilities.

Porthmadog Dental Centre is a long established practice which has been refurbished to a high standard, providing services to patients in the Porthmadog area since 2009.

We found the practice to have good leadership and clear lines of accountability. We found a happy, cohesive staff team who worked well together and were committed to delivering a high quality friendly service to their patients.

We saw completed staff induction folders and these were well planned. We saw that all staff had accessed a wide variety of training, meeting the Continuing Professional Development CPD¹ requirements and we saw evidence of monthly team meetings and annual staff appraisals. All staff had been given access to policies and procedures.

We confirmed that all relevant staff had a valid Disclosure and Barring Service (DBS) check and were registered with the General Dental Council. The lead clinician's HIW certificate was on display as required by the Private Dentistry (Wales) Regulations 2008 and we saw confirmation of indemnity cover.

We found that the practice displayed its emergency contact details and opening times on the outside entrance of the premises, along with the name and qualification of its lead clinician.

We saw records relating to Hepatitis B immunisation status for all clinical staff working in the practice.

We looked at the policies and procedures the practice had in place and found that they were thorough and regularly reviewed.

¹<https://archive.gdc-uk.org/Dentalprofessionals/CPD/Pages/default.aspx>

5. Next Steps

This inspection has not resulted in the need for the practice to complete an improvement plan. This report will be published on HIW's website and will be evaluated as part of the ongoing inspection process.

6. Methodology

Any dentist working at the practice who is registered with HIW to provide private dentistry will be subject to the provisions of the Private Dentistry (Wales) Regulations 2008² and the Private Dentistry (Wales) (Amendment) Regulations 2011³. Where appropriate we consider how the practice meets these regulations, as well as the Ionising Radiation Regulations 1999, the Ionising Radiation (Medical Exposure) Regulations 2000 and any other relevant professional standards and guidance such as the GDC Standards for the Dental Team.

During the inspection we reviewed documentation and information from a number of sources including:

- Information held by HIW
- Interviews of staff including dentists and administrative staff
- Conversations with nursing staff
- Examination of a sample of patient dental records
- Examination of practice policies and procedures
- Examination of equipment and premises
- Information within the practice information leaflet and website (where applicable)
- HIW patient questionnaires.

At the end of each inspection, we provide an overview of our main findings to representatives of the dental practice to ensure that they receive appropriate feedback.

Any urgent concerns that may arise from dental inspections are notified to the dental practice and to the health board via an immediate action letter. Any such findings will be detailed, along with any other recommendations made, within an appendix of the inspection report.

² <http://www.legislation.gov.uk/wsi/2008/1976/contents/made>

³ <http://www.legislation.gov.uk/wsi/2011/2686/contents/made>

Dental inspections capture a snapshot of the application of relevant regulations at the practice visited on the day of the inspection.