

Inspection Summary Report

Honeyfields Dental

Inspection date: 22 August 2023

Publication date: 22 November 2023



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

Digital ISBN 978-1-83577-185-3
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Overall, we found that Honeyfields Dental offered a friendly, caring and professional service to patients in a pleasant and welcoming environment which was very well maintained, both internally and externally.

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

We saw evidence of robust arrangements in place for the acceptance, assessment, diagnosis, and treatment of patients.

We observed a staffing team who worked well together and who were committed to providing patients with positive experience when attending the setting.



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 Honeyfields Dental on 22 August 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 Honeyfields Dental 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 very good or 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

- Arrangements were in place to protect the privacy of patients, including designated 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.

Patients told us:

Patients provided us with the following comments:

" Appointments but once seen service is great."

"Just hard to get an appointment. Appointments cancelled for understandable reasons but net outcome is long gaps in appointments."

Delivery of Safe and Effective Care



Overall Summary

We found that Honeyfields Dental was meeting the relevant regulations associated with the health, safety and welfare of staff and patients.

The practice was well maintained and equipped to provide the services and treatments they are registered to deliver.

All areas were clean and free from any visible hazards.

There were satisfactory 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

- Ensure the Radiation Protection folder is reviewed and updated
- Ensure quarterly X-ray equipment quality assurance audits and Quality Improvement Tool for Ionising Radiation audits are completed
- Ensure that patients' preferred language choice is recorded within their clinical records.

What we found this service did well

- The practice had been designed and finished to a high standard
- Surgeries were clean, well equipped and fit for purpose
- Dedicated decontamination room
- Excellent clinical records maintained.

Quality of Management and Leadership



Overall Summary

We found Honeyfields Dental 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 saw 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

- Ensure that Clinical Audit and Peer Review (CAPRO) of antibiotic prescribing and smoking cessation audits are completed as part of the practice annual programme of audits.

What we found this service did well

- A range of policies were readily available to staff to support them in their work roles
- 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 to their roles 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 services to provide documented evidence of action taken and/or progress made.

