Statement Of Purpose

Name of establishment: Castle Court Dental Care

Address and postcode: 1 Castle Court, Dinas Powys, Vale of Glamorgan, CF64 4NS

Telephone Number: 02920 512 646

Email Address: info@castlecourtdental.co.uk/castlecourtdental@hotmail.com

Aims And Objectives of The Establishment

Provision of dental services to our patients including routine dental care, cosmetic dental treatment, emergency dental care and specialist dental services such as dental implant treatment and orthodontic treatment.
We also have a CBCT scanner at the practice and we accept referrals from other practices for treatments such as Private Orthodontics and Dental Implant Treatment.

We aim to promote good oral health care and advice and have a big emphasis on prevention. Ensuring that our hygienists promote excellent oral hygiene and encourage our patients to want to look after their oral hygiene.

Involve other healthcare professionals in patient care, where it is necessary – such as referring out of the practice for specialist treatment/assessments i.e. – Oral and Maxillofacial surgery, Oral Med Clinic

We pride ourselves on ensuring that we provide the best possible care for our patients and create a welcoming atmosphere, calm environment to help create a comfortable dental experience.
We aim to make all of our patients feel safe and trusting at the practice and that they feel as though they are receiving optimal care and treatment.

Registered Owners Details

Name: Dr Robert Eifion Roberts (GDC – **203768**)

Address: Castle Court Dental Care, 1 Castle Court, Dinas Powys, CF64 4NS

Email: info@castlecourtdental.co.uk

Contact Number: 02920512646

Name: Dr Bharat Nagrani (GDC – **153101**)

Address: Castle Court Dental Care, 1 Castle Court, Dinas Powys, CF64 4NS

Email: info@castlecourtdental.co.uk

Contact Number: 02920512646

Staff Member Details

Name: Dr Bharat Nagrani
Position: Owner/Principal Dentist – GDC - **153101**
Relevant Qualification/Experience: BDS Hons (Wales) MJDF RCS (Eng)

Name: Dr Robert Eifion Roberts
Position: Owner/Principal Dentist – GDC - **203768**
Relevant Qualification/Experience: BDS Hons (Wales) MFDS RCS (Edin)

Name: Dr Margaret Gibson
Position: Associate Dentist – GDC - **69697**
Relevant Qualification/Experience: BDS (Lond), Associate GDP 15+ years

Name: Dr Owain Bevan
Position: Associate Dentist – GDC - **153543**
Relevant Qualification/Experience: BDS, MFDS RCS (Edin)

Name: Dr Frances Evelegh
Position: Associate Dentist – GDC - **289278**
Relevant Qualification/Experience: BDS University of Plymouth 2020

Name: Dr Caryl Wilson-Nagrani
Position: Specialist Orthodontic Consultant – GDC - **85660**
Relevant Qualification/Experience: BDS (Shef) MFDS RCS (Eng) MOrth RCS (Edin) FDS RCS (Edin) FHEA PhD (Cardiff), Senior Lecturer & Consultation Orthodontist.

Name: Justine Jones
Position: Hygienist – GDC - **5583**
Relevant Qualification/Experience: CEB Dip Dent Hygiene

Name: Jessica Merrick
Position: Hygienist – GDC - **239239**
Relevant Qualification/Experience: Diploma in Dental Hygiene Cardiff University 2025

Name: Lesley Stagg
Position: Hygienist – GDC - **136954**
Relevant Qualification/Experience: Diploma in Dental Hygiene Cardiff University 2024 National Certificate NEBDN 2001

Name: Lisa Burke
Position: Practice Manager – GDC - **297193**
Relevant Qualification/Experience: Registered dental nurse, 10+ years' experience in dentistry

Name: Rachel Leslie
Position: Head Dental Nurse/Decontamination Lead – GDC - **175841**
Relevant Qualification/Experience: National Certificate in Dental Nursing NEBDN 2002

Name: Michaela King
Position: Dental Nurse – GDC - **156859**
Relevant Qualification/Experience: Verified competency in Dental Nursing

Name: Josephine Chappell
Position: Dental Nurse – GDC - **252160**
Relevant Qualification/Experience: NVQ L3 Dental Nursing and PDA in Dental Nursing City & Guilds 2013

Name: Anna Jones
Position: Dental Nurse – GDC - **193678**
Relevant Qualification/Experience: NVQ L3 Dental Nursing & VRQ L3 Dental Nursing City & Guilds 2010

Name: Pooja Patel
Position: Dental Nurse – GDC – **300503**
Relevant Qualification/Experience: Diploma in Dental Nursing Level 3 QCF City & Guilds 2022

Name: Jessica Sutton
Position: Dental Nurse – GDC - **122927**
Relevant Qualification/Experience: NVQ L3 Oral Health Care: Dental Nursing & Independent Assessment NEBDN 2006

Name: Elise McAuley
Position: Dental Nurse – GDC - **321754**
Relevant Qualification/Experience: Diploma in Dental Nursing Level 3 QCF City & Guilds 2024

Name: Maddison Eveleigh
Position: Trainee Dental Nurse
Relevant Qualification/Experience: Undergoing dental nurse training with Tooth fairies.

Name: Kathleen Fowler
Position: Receptionist
Relevant Qualification/Experience: Over 25 years' experience as a dental receptionist

Name: Jade Cole
Position: Receptionist
Relevant Qualification/Experience: Over 3 years' experience as a dental receptionist

Organisational Structure

Practice Owners/Principals

Dr Bharat Nagrani
Dr Robert Eifion Roberts

Associate Dentists

Dr Margaret Gibson
Dr Owain Bevan
Dr Caryl Wilson-Nagrani
Dr Frances Evelegh

Practice Manager

Lisa Burke

Hygienists

Justine Jones
Jessica Merrick
Lesley Stagg
Katie Jordan

Dental Nurses/Trainees

Rachel Leslie
Michaela King
Josephine Chappell
Pooja Patel
Anna Jones
Jessica Sutton
Elise McAuley
Maddison Evelegh (Trainee)

Receptionists

Kathleen Fowler
Jade Cole

Castle Court Dental Care®

Services/Treatments/Facilities

Dental Examinations

Dental X-Rays

Scale and Polish

Root Surface Debridement

Emergency Dental Treatment

Fillings

Crowns

Root Canal Treatment

Veneers

Tooth Extractions

Dental Implants

Private Orthodontic Treatment

Composite Bonding

Tooth whitening treatment

CBCT Scans

Patient Views

We ask patients to complete questionnaires to gain feedback and we often receive verbal feedback.
We have recently created business cards with a barcode for patients to scan to leave a review on google if they wish.

We encourage reviews on social media and our website.

We feel as though this can improve our understanding of what our patients expect from us and will allow us to develop an excellent service that will meet our patients needs more specifically.

Arrangements for Visiting / Opening Hours

Monday – 08:45 – 17:30

Tuesday – 08:45 – 19:00

Wednesday – 08:30 – 16:00

Thursday – 08:45 – 17:00

Friday – 08:45 – 13:30

Saturday – 08:30 – 1:30

Sunday – CLOSED

Advice and information for emergency dental treatment present on our practice answer phone.

Castle Court Dental Care®

Arrangements For Dealing With Complaints

Our practice complaints procedure is in place and easily accessible to our patients.

The complaints are initially made to our Practice Manager Miss Lisa Burke and will be discussed with the practice owners Dr Bharat Nagrani and Dr Robert Eifion Roberts.

Complaints are acknowledged within 48 hours, explaining how the complaint will be dealt with. This will then be followed up in writing within ten working days.

The time frame for investigating and subsequently reporting on will be outlined in writing to the patient.
The complaint will be investigated; the relevant team members are contacted to give their views.
The patient clinical records are checked, and the defence union will be contacted to seek advice.
The outcome of the investigation is explained thoroughly to the patient.
We have a complaints procedure document to hand out to patients if they request it.

Privacy And Dignity

We are committed to provide an excellent service to all patients.
We have a ramp leading up to the door with a secure handrail to allow easy access to the practice. There are no obstructions to the entrance. The practice is all based on the ground floor to allow easy access for all patients.
At Castle Court Dental Care we ensure that people can make choices regardless of their race, age, gender, sexual orientation, disability and religion or beliefs.

We avoid using dental jargon as much as possible so patients can fully understand their proposed treatment and make informed decisions.

If there are language difficulties, we encourage bringing along a friend, relative or translator along to the appointments to help the patient understand better and to translate.

We ensure that children who are not Gillick Competent are accompanied by their legal parent/guardian so authorised consent can be gained and informed decisions can be made.

If a patient has learning difficulties, we ensure that they are accompanied by a relative or carer who is experienced in communicating with them so that the patient is aware of what is happening and informed decisions can be made.

New Statement of Purpose Written: **25th July 2024**
Reviewed by: **Lisa Burke**

Date Statement of Purpose reviewed: **28th October 2025**
Reviewed By: **Lisa Burke**
Changes made: - **New staff members added, old staff members removed.**

Date Statement of Purpose reviewed:
Reviewed By:

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