

Brunel House

Inspection report

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good



Are services safe?

Good



Overall summary

This service is rated as Good overall.

The key questions are rated as:

Are services safe? – Good

We carried out an announced focused desktop inspection at Brunel House to follow up on improvements required within the safe domain.

CQC inspected the service on 8 May 2019 and asked the provider to make improvements regarding gas and electrical safety. We checked these areas as part of this focused inspection and found this had been resolved.

The full comprehensive report from the May 2019 inspection can be found by selecting the 'all reports' link for Brunel House on our website at .

The service provides vaccinations, independent travel advice including vaccinations and occupational health services. The service sees approximately three to five patients a week.

This service is registered with CQC under the Health and Social Care Act 2008 in respect of some, but not all, of the services it provides. There are some general exemptions from regulation by CQC which relate to particular types of service and these are set out in of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. At Brunel House, services are provided to patients under

arrangements made by their employer or an insurance company with whom the servicer user holds a policy (other than a standard health insurance policy). These types of arrangements are exempt by law from CQC regulation. Therefore, at Brunel House, we were only able to inspect the services which are not arranged for patients by their employers or an insurance company with whom the patient holds a policy (other than a standard health insurance policy).

The lead clinician is the registered manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Our key findings were :

- The service had completed a fire risk assessment to ensure the continued safety of patients using the service.
- The service had completed an electrical safety check and provided evidence of certificates.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection was led by a CQC inspector who had access to advice from a specialist advisor.

Background to Brunel House

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the service was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

Our inspection was led by a CQC inspector with a access to a specialist advisor.

Brunel House provides travel health services including vaccinations, medicines and advice on travel related issues to both adults and children travelling for business or leisure. The service is a designated yellow fever vaccination centre and registered with the National Travel Health Network and Centre. Services are available to any fee-paying patient. The service works with local care staff agencies to provide vaccinations for healthcare professionals. The service is provided from 20 Swanwick Lane, Broughton, Milton Keynes, MK10 9LD.

The service is in an office building. The practice utilises a single room within the premises on the first floor. There is no reception area and the clinician welcomes patients into the building. The location is not ideally suited to those with mobility difficulties, as patients are required to climb a flight of stairs to access the consulting room and the premises do not have disabled toilets. Patients with mobility concerns are signposted to alternative services.

Services are available between 9am to 5pm Monday to Friday. Information about opening times are displayed on the service's website.

The travel vaccination service clinical team consists of one nurse, who is the registered manager. A registered

manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

The occupational health portion of the service is run by a clinical consultant and there is financial and accounting support from another business partner. Those staff who are required to register with a professional body were registered with a licence to practice.

The service is registered with the CQC to provide the regulated activity of treatment of disease, disorder or injury.

Before visiting, we reviewed a range of information we hold about the service and asked other organisations to share what they knew. During our desktop inspection we:

- Spoke with the registered manager
- Reviewed service policies, procedures and other relevant documentation.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions therefore formed the framework for the areas we looked at during the inspection.

Are services safe?

We rated safe as Good because:

Track record on safety

At the May 2019 inspection we found:

- The service had completed some risk assessments however had not completed a fire and security risk assessment.
- There was no system in place to ensure equipment was calibrated according to the manufacturer's instructions.
- The service had not had external electrical or gas safety checks completed.

At the December 2019 inspection we found:

- The service had completed a fire risk assessment and acted on recommendations such as recording fire safety actions.
- A security risk assessment had been completed and there were no associated recommendations.
- The service provided evidence that equipment had been calibrated appropriately.
- The service had completed electrical and gas safety checks.