

# The Energise Healthy Living Centre

## Quality Report

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Salford  
M6 6ES  
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Website:

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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 service		Good	
Are services safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

# Summary of findings

## Contents

### Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3
The six population groups and what we found	5
What people who use the service say	7

### Detailed findings from this inspection

Our inspection team	8
Background to The Energise Healthy Living Centre	8
Why we carried out this inspection	8
How we carried out this inspection	8
Detailed findings	10

## Overall summary

### Letter from the Chief Inspector of General Practice

This is a focused inspection of the Energise Healthy Living Centre on 30 September 2016 for three areas within the key question safe, effective and well-led. The evidence was reviewed at Lower Broughton Medical Practice.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 01 July 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated requires improvement for providing safe services but rated good overall.

At the inspection on 30th September we found that required improvements had been made.

The practice has submitted to CQC, a range of documents which demonstrate they have now made improvements.

### Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### Are services safe?

Good



The practice is rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to the overview of safety systems and processes since the last inspection.

We reviewed documents submitted that included evidence that a robust system was in place for making changes to a patient's warfarin dose, evidence that the vaccine fridge temperature was being checked daily, and evidence that the practice has purchased a defibrillator. The practice also informed us that all staff were made aware to ensure the medical record storage room was kept locked when not in use.

### Are services effective?

Good



The practice is rated as good for providing effective services. This rating was given following the comprehensive inspection 01 July 2016 but there were areas identified where the provider should make improvements.

We found evidence that positive action had been taken to further strengthen this area. We reviewed documents submitted that included evidence that a clinical audit had been performed.

### Are services caring?

Good



The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 01 July 2016. A copy of the full report following this inspection is available on our website. <http://www.cqc.org.uk/search/services/doctors-gps>

### Are services responsive to people's needs?

Good



The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 01 July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

# Summary of findings

## Are services well-led?

The practice is rated as good for being well-led. This rating was given following the comprehensive inspection 01 July 2016 but at that time there were areas identified where the provider should make improvements.

We found evidence that positive action had been taken to further strengthen this area that included evidence that all staff members were attending team meetings.

Good



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection 01 July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

This rating was given following the comprehensive inspection 01 July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection 01 July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### Working age people (including those recently retired and students)

The practice is rated as good for the care of working-age people (including those recently retired and students).

This rating was given following the comprehensive inspection 01 July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



### People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection 01 July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



# Summary of findings

## People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection 01 July 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



# Summary of findings

## What people who use the service say

As part of this focused inspection we did not speak to any people who use the service.

A comprehensive inspection was undertaken 01 July 2016.

A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

# The Energise Healthy Living Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

A CQC Inspector reviewed and analysed the evidence provided at the time of the inspection.

## Background to The Energise Healthy Living Centre

The Energise Healthy Living Centre is located in Salford and is near to Manchester city centre. The address of the practice is 3 Douglas Green, Salford, M6 6ES. The practice is part of the Lower Broughton 3 organisation and patients are able to use either surgery.

The practice is located a short walk from a train station and there are bus links nearby. There is street parking available for patients to use.

The practice has approximately 2400 registered patients and serves a diverse population group including a mix of all age groups. The practice is a teaching practice and takes medical students from the University of Manchester.

The practice has two GP partners (both male) and a regular locum female GP, a practice nurse, a phlebotomist, a practice manager, a health promotion co-ordinator and a team of administration staff.

The practice was open between 8am and 6pm Monday to Friday. Appointments were at the following times: 9am-11am every morning and 3.30pm to 5.30pm every afternoon. Extended hours appointments were 7.30am on

a Thursday. In addition to pre-bookable appointments that could be booked up to six weeks in advance, urgent appointments were also available for people that needed them.

Outside of practice opening times, patients are diverted to the 111 out of hour's service.

## Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 01 July 2016. At this inspection, within the key question safe, the inspection had identified improvements that the practice should make.

This inspection was a planned focused inspection to check whether the provider had taken the required action by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

## How we carried out this inspection

Following the inspection on 01 July 2016 the practice supplied an action plan with appropriate timescales telling us how they would ensure they made the relevant improvements.



## Detailed findings

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to the 'safe' domain.

We carried out an announced visit on 30 September 2016. A CQC inspector reviewed and analysed the evidence provided by the practice and made an assessment of this against the regulations.

# Are services safe?

## Our findings

### Overview of safety systems and processes

The practice was previously inspected on 01 July 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question safe, there were issues identified that the practice should make improvements on.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved in relation to the overview of safety systems and processes since the last inspection:

- The practice informed us that all staff would ensure that the security of the medical storage record room would be maintained and kept locked at all times when not in use.
- We were provided with evidence that there was now a robust system in place for making changes to a patient's warfarin dose. The practice would receive the INR (international normalised ratio) electronically and this would be checked before changes to a patient's warfarin dose were made.
- The practice informed us that all recruitment checks would be documented when a new employee joined the practice.
- We were provided with evidence that the vaccines fridge temperature was being checked twice daily.
- The practice provided us with a purchase order for a defibrillator.

# Are services effective?

(for example, treatment is effective)

## Our findings

### **Management, monitoring and improving outcomes for people**

The practice was previously inspected on 01 July 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question effective, there were issues identified that the practice should make improvements on.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved in relation to management, monitoring and improving outcomes for people since the last inspection.

- The practice provided us with evidence that a clinical audit had been performed.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

## Are services caring?

### Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

Please note this is a focused inspection of the overview of safety systems and processes within the key question safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

### Leadership and culture

The practice was previously inspected on 01 July 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the key question well-led, there were issues identified that the practice should make improvements on.

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved in relation to leadership and culture since the last inspection.

- The practice provided us with minutes of meetings to show that all staff members were now attending team meetings.

Please refer to the comprehensive inspection report for this service that is available on our website at the following website <http://www.cqc.org.uk/search/services/doctors-gps>