

Wholistic Medical Centre Ltd

Wholistic Medical Centre

Inspection report

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Overall summary

We carried out an announced comprehensive inspection of Wholistic Medical Centre on 19 June 2018. We found that this service was not providing some areas of safe care. The full report for the comprehensive inspection can be found by selecting the 'all reports' link for Wholistic Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced focussed inspection carried out on 4 December 2018 to confirm that the practice had made improvements since the inspection on 19 June 2018. We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This report covers our findings in relation to the improvements made since our last inspection.

Our findings were:

Are services safe?

We found that this service was providing safe care in accordance with the relevant regulations.

Wholistic Medical Centre provides private medical services in the City of Westminster in London. Services are provided to both adults and children aged five and

above. This service is registered with CQC under the Health and Social Care Act 2008 in respect of the provision of advice or treatment by a medical practitioner, including the prescribing of medicines.

Our key findings were:

- Control of substances hazardous to health (COSHH) risks were assessed and well-managed.
- There were improved systems to assess and manage risks relating to infection prevention and control.
- The service had introduced formal systems to verify patients' identity.
- Systems to appropriately communicate with patients' GPs were operating effectively.
- The service had introduced a system to monitor the quality of medical records including consent processes, via quarterly records audits. An example of these were seen.

There were areas where the provider could make improvements and **should**:

- Monitor the recently introduced systems for recording the cleaning of clinical equipment and fabric examination couch coverings.

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Detailed findings

Background to this inspection

Wholistic Medical Centre provides private medical services in the City of Westminster in London. Services are provided to both adults and children aged five and above. The address of the registered provider is 8 Upper Wimpole Street, London, W1G 6LH. Wholistic Medical Centre is

registered with the Care Quality Commission to provide the regulated activity: Treatment of disease, disorder or injury. The regulated activity is provided at one location.

The organisation is run by the medical director who is also the registered manager for the service. 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 a legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

The service is housed within leased premises at basement level, accessed via a lift or stairs from the ground floor. The premises used by patients consists of two patient waiting areas, one doctors' consultation room, two patient toilets, both with accessible facilities and a staff office. There are

also two treatment rooms used predominantly by other therapists employed by the service.

The service is open for pre-booked consultations Monday to Friday from 10am to 6pm. Reception and telephone opening hours are between 10am to 6pm, Monday to Friday.

Wholistic Medical Centre aims to bring together medical and holistic perspectives, with an emphasis on prevention, early detection and early intervention. Regulated services

offered at Wholistic Medical Centre include general medical consultations and treatment. Treatments may include prescribing of medicines and lifestyle advice and modifications.

Services not regulated by CQC that were offered by the provider include osteopathy, wellbeing massages and body and face treatments, electro-lymphatic therapy, pulsed electromagnetic field therapy and digital infrared thermal imaging.

Wholistic Medical Centre commenced services in 1997. There are currently 300 registered patients and on average the service treats in total 65 patients per month. The staff consist of one full time doctor who is the medical director of the service and a clinic administrator. The doctor is supported by a number of self-employed holistic practitioners.

How we inspected the service:

Our inspection team on 4 December 2018 included a CQC Lead Inspector.

Before visiting, we reviewed a range of information we hold about the service.

During our visit we:

- Spoke with the medical director.
- Spoke with the clinic administrator.
- Looked at the systems in place for the running of the service.
- Viewed a sample of key policies and procedures.
- Made observations of the environment.

To get to the heart of patients' experiences of care and treatment, we asked the following question:

- Is it safe?

This question therefore formed the framework for the areas we looked at during the focussed inspection.

Are services safe?

Our findings

We found that the service was providing safe care in accordance with the relevant regulations.

Safety systems and processes

The service had a number of systems to keep patients safe:

- At the previous inspection on 19 June 2018, we found that the control of substances hazardous to health (COSHH) had not been clearly assessed or managed and there was unrestricted access to cupboards which stored cleaning products and dietary supplements. At this inspection we found that the service had improved COSHH systems. We saw that cleaning products were stored securely in a cabinet, in a locked cupboard and cupboards containing dietary supplements had external locks. The service had developed a cleaning manual which contained guidance about COSHH, and pictures of cleaning products used. There were corresponding, up to date, safety data sheets for each cleaning product.
- At the previous inspection, we found that the arrangements to manage infection prevention and control required improvements in relation to providing and maintaining cleaning documentation and undertaking infection control training. At this inspection we found that the cleaning manual outlined daily and weekly tasks that the cleaner was expected to undertake. A cleaning log had been introduced that the cleaner signed daily for each room and a cleaner's communication book was available. The service had undertaken two infection control audits since the previous inspection; their policy was to now undertake infection control audits every six months. The most recent audit in November 2018 had identified the need to update the contact number for notifications of infectious disease and this action had been completed. Infection control training had been undertaken by both the medical director and clinic administrator. The medical director told us that they cleaned clinical

equipment after use between patients, however no records of this were kept. There was an infection control laminated 'prompt' sheet on the wall in the clinical room used by the doctor to remind them to clean clinical equipment in between patients. Disposable couch roll was used on top of fabric coverings used on examination couches. These were washed weekly by the medical director, however records of this were not kept. After the inspection, the provider introduced new recording systems to log the cleaning of clinical equipment and fabric examination couch covers.

Information to deliver safe care and treatment

Staff had the information they needed to deliver safe care and treatment to patients.

- At the last inspection on 19th June 2018, there were no formal systems for verifying a patients' identity. At this inspection we found that the service had introduced an identity check for each new patient and a photocopy of identification was kept in patients' files. Identity was verified for both child patients and the accompanying adults. Patient registration forms advised patients they would need to bring a form of identity to their first appointment.
- At the last inspection, we found that although GP contact details were consistently asked for at registration, a large majority of patients declined to give details or for their GP to be contacted. If GP details were provided, the service did not routinely communicate with a patient's GP regarding test results and treatments. At this inspection we saw that the service had updated their consent policy to include how they may need to gain consent to share relevant information with GPs. The medical director showed us two examples where they had to gain consent from patients to share abnormal test results with their GPs, so that the patients could be prescribed appropriate medicines and could receive appropriate monitoring by their GPs.