

# Blackberry Orthopaedic Clinic-Guildford

## Inspection report

Meridian House  
9-11 Chertsey Street  
Guildford  
GU1 4HD

Tel: 01483455327

[www.blackberryclinic.co.uk/clinics/guildford/](http://www.blackberryclinic.co.uk/clinics/guildford/)

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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

We carried out an announced comprehensive inspection of Blackberry Orthopaedic Clinic - Guildford on 23 January 2020. We identified breaches of regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and issued a requirement notice. The service was rated as requires improvement for providing safe services. It was rated as good overall and good for providing effective, caring, responsive and well led services.

We carried out this inspection of Blackberry Orthopaedic Clinic - Guildford to confirm that the service now met the legal requirements in relation to those breaches of regulation and to ensure sufficient improvements had been made. As a result of this inspection, the service is now rated as good for providing safe services.

Throughout the COVID-19 pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Speaking with staff in person and using video conferencing
- Requesting documentary evidence from the provider.
- A short site visit.

We carried out an announced site visit to the service on 28 April 2021. Prior to our visit we requested documentary evidence electronically from the provider and spoke to staff using video conferencing.

Blackberry Orthopaedic Clinic - Guildford is an independent provider of specialised treatments of musculoskeletal conditions, including back pain and sports injuries, as well as pain management of chronic conditions. The service offers a range of specialist diagnostic services and treatments, which include health assessments and physiotherapy.

This service is registered with the Care Quality Commission (CQC) under the Health and Social Care Act 2008 in respect of some, but not all, of the services it provides. There are some exemptions from regulation by CQC which relate to particular types of services and these are set out in Schedule 2 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Therefore, we were only able to inspect the health screening service as well as clinical consultations, examinations and treatments in general medicine for example; musculoskeletal and sports medicine.

Services are also provided to patients under arrangements made by their employer or insurance provider with whom the service user holds an insurance policy (other than a standard health insurance policy). These types of arrangements are exempt by law from CQC regulation. Therefore, we were only able to inspect the services which are not arranged for patients by their employer or insurance provider.

Blackberry Orthopaedic Clinic - Guildford is registered with the Care Quality Commission to provide the following regulated activities: Treatment of disease, disorder or injury; Diagnostic and screening procedures.

The centre manager 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.

# Overall summary

We found that the service had made improvements and was compliant with the requirement notice. In particular:

- The provider had acted to ensure safety policies and procedures were operating as intended and were followed by staff. For example, in the use of x-ray equipment.
- Arrangements to ensure that medicines were stored securely had been reviewed and clearly defined.
- The provider monitored the immunisation status of all staff, in line with their own policy.
- Storage arrangements for staff recruitment and personnel records had led to improved accessibility and oversight for local managers.
- The provider had improved the appraisal process for health advisors to include all aspects of their role.
- Staff and visitors entering and leaving the premises were documented to ensure their safety in the event of a need to evacuate the premises.
- Local managers' understanding and awareness of performance and safety issues across all treatments and services had been improved.

The areas where the provider should make improvements are:

- Review arrangements for the retention of all records which relate to staff immunisation status.

**Dr Rosie Benneyworth BM BS BMedSci MRCGP**

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was comprised of a CQC lead inspector.

## Background to Blackberry Orthopaedic Clinic-Guildford

Blackberry Orthopaedic Clinic - Guildford is an independent provider of specialised treatments of musculoskeletal conditions, including back pain and sports injuries, as well as pain management of chronic conditions. The service offers a range of specialist diagnostic services and treatments, which include health assessments and physiotherapy. The service also offers health assessments and screening in partnership with BUPA Health Clinics. It works with customers to assist in empowering them to optimise their own health, through nutritional and smoking cessation advice, along with exercise advice and behavioural change.

The Registered Provider is Blackberry Clinic Limited.

Blackberry Clinic Limited has nine other clinics located across the south of England and in Scotland.

Blackberry Orthopaedic Clinic - Guildford is located at Meridian House, 9-11 Chertsey Street, Guildford, Surrey, GU1 4HD.

The service is open from 8am to 4pm on Mondays, Wednesdays and Fridays, 8am to 6pm on Tuesdays and Thursdays and 7.30am to 3pm on Saturdays.

The service is run from a suite of rooms on the ground floor, within shared premises in the centre of Guildford, which are leased by the provider. The service comprises a suite of consultation and treatment rooms, a waiting room and administration area. Patients can access toilet facilities on the ground floor. Access to the premises via a ramp is available to patients with limited mobility.

# Are services safe?

## The service had systems to keep people safe.

- At our previous inspection on 23 January 2020, we reviewed risk assessments relating to the range of fluoroscopic x-ray (fluoroscopy is a type of medical imaging that shows a continuous x-ray image on a monitor) and ultrasound guided injection treatments provided. The provider had appointed an external radiation protection advisor and a local radiation protection supervisor to ensure the safety of staff and patients in the delivery of fluoroscopic x-ray guided treatments. The provider had implemented a set of local rules to be followed by staff to ensure the safety of staff and patients in the use of the x-ray equipment. However, we found that those rules were not available to staff on site. One of the rules stated that the door to the treatment room should be bolted before the x-ray procedure began. Staff told us that this requirement was not routinely followed, and that the door was left unlocked when the x-ray equipment was in use.
- At our inspection on 28 April 2021 we found that the local rules had been updated and were clearly on display within the treatment room for staff to follow. Staff told us that the door was always locked when the x-ray equipment was in use. There was an alarm in place which could be sounded in the event of an emergency occurring inside the treatment room when the door was locked. The lock could be overridden by staff on the outside of the room if required in an emergency.
- Staff had been provided with updated training and guidance in the safe use of x-ray equipment and application of the local rules. There were appropriate safety policies in place, which were regularly reviewed and communicated to staff. The registered manager told us they now conducted monthly audit checks of the premises to ensure the safety of staff and patients. We reviewed records of those checks and saw that they included confirmation of compliance with the local rules in the use of x-ray equipment.
- At our previous inspection on 23 January 2020 we found there were systems to manage infection prevention and control within the service. However, the provider was unable to demonstrate that they held records relating to some staff immunisations. We saw records which confirmed the Hepatitis B status of all staff. However, the provider held no immunisation records relating to varicella, tetanus, polio, diphtheria and MMR (measles, mumps, rubella), for staff employed as healthcare assistants and health advisors.
- Since our previous inspection the provider had revised their approach to confirming the immunisation status of staff. The provider's policy, in line with Public Health England (PHE) guidance, stated that the immunisation status of all clinical staff would be held, relating to Hepatitis B, varicella, tetanus, polio, diphtheria and MMR (measles, mumps, rubella). All staff employed within the service had a clinical component to their role. We saw evidence to confirm that a medical questionnaire and staff declaration was used to record the immunisation status of staff. This was completed at the point of recruitment and had been completed retrospectively for those staff already in employment at the time of our previous inspection. In one instance, a staff member was still in the process of confirming their immunisation status by way of obtaining medical records. We found that the provider had documented a comprehensive risk assessment for that staff member which reflected their role and the actions being taken to mitigate risks. We noted that in some instances, whilst a staff member's immunisation status had been recorded, to include specific detail such as the exact date, the provider had not retained the evidence to support that record.
- At our previous inspection we found the provider had mainly effective emergency evacuation procedures in place. The service had designated staff who were trained as fire marshals. Records were kept of staff and patients arriving and departing from the service. However, daily records were not held by the service to sign other visitors in and out of the premises, in order to ensure that in the event of an emergency evacuation, staff would have a record of all persons who should be accounted for. At this inspection, on 28 April 2021, we found that the provider had developed processes to record all visitors entering and leaving the premises. These were hard copy records which could be taken outside in the event of an emergency evacuation of the premises.
- At our previous inspection on 23 January 2020, we found that the provider carried out staff checks at the time of recruitment and on an ongoing basis where appropriate. However, storage arrangements of staff recruitment and

# Are services safe?

personnel records did not promote ease of access to that information for managers. We found that records were stored separately in several different systems which limited managers' oversight of compliance with organisational requirements in some instances. At this inspection we found that local managers now had appropriate and secure access to electronic personnel records which facilitated effective governance and oversight.

## Safe and appropriate use of medicines

### The service had systems for appropriate and safe handling of medicines.

- At our previous inspection on 23 January 2020 we found that arrangements to ensure that medicines were stored securely were not always effective. Medicines were stored within a locked cupboard within a treatment room. Keys to open the medicines cupboard were held securely in a key safe. Staff documented removal and return of the key to the key safe at the beginning and the end of each day. However, we saw that during the day the key was left in the opened medicines cupboard which was at times left unsupervised.
- At this inspection on 28 April 2021 we found that updated training had been provided to staff to ensure the safe storage of medicines and application of the provider's medicines management policy. We reviewed records which confirmed that keys to the medicines' cupboard were returned to and removed from the key safe on multiple occasions during the day. Clear guidance was available to staff within the treatment room which detailed processes for ensuring the safe storage of medicines. Monthly safety audit checks conducted by the registered manager included monitoring of medicines storage arrangements to ensure compliance with the policy.