

# Temple Fortune Health Centre

## Quality Report

Temple Fortune Health Centre  
3 Temple Fortune Lane  
Golders Green  
London  
NW11 7TE  
Tel: 020 8209 2401  
Website: [www.tfhc.org.uk](http://www.tfhc.org.uk)

Date of inspection visit: 22 March 2017  
Date of publication: 28/04/2017

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



# 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	4

### Detailed findings from this inspection

Our inspection team	6
Why we carried out this inspection	6
How we carried out this inspection	6
Detailed findings	7

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out a focussed inspection visit of the Temple Fortune Health Centre on 22 March 2017. We found the practice to be good for providing safe services and it is rated as good overall.

We had previously conducted an announced comprehensive inspection of the practice on 13 January 2016. As a result of our findings during that visit, the practice was rated as good for being effective, caring, responsive and well-led, and requires improvement for providing a safe service, which resulted in a rating of good overall. We found that the provider had breached one regulation of the Health and Social Care Act 2008: Regulation 18 (2) (a) staffing. You can read the report from our last comprehensive inspection <http://www.cqc.org.uk/location/1-1269890921/reports>. The practice wrote to us to tell us what it would do to make improvements and meet the legal requirements.

We undertook a focussed inspection visit on 22 March 2017 to check that the practice had implemented its plan, and to confirm that it had met the legal requirements. This report only covers our findings in relation to those areas where requirements had not been met previously.

Our key findings on 22 March 2017 were as follows:

- All staff had received safeguarding training to the appropriate level.
- The infection control lead had received appropriate training.
- The practice now had access to an automated external defibrillator (AED) and staff had been trained in its use.

The practice had implemented other changes relating to the caring and well-led domains –

- The practice had improved the systems to identify and support carers and had increased the number of identified carers.
- Clear terms of reference for the patient participation group (PPG) had been developed which included a written constitution for the group.

**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?**

The practice is rated as good for providing safe services.

The shortfall identified at our last inspection had been remedied:

- All staff had received safeguarding training to the appropriate level.
- The GP infection control lead had received appropriate training.
- The practice staff had access to an automated external defibrillator (AED) and had been trained in its use.

**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 in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1269890921/reports>

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 in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1269890921/reports>

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 in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1269890921/reports>

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 in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1269890921/reports>

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.

Good



# Summary of findings

This rating was given following the comprehensive inspection in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1269890921/reports>

## **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 in January 2016. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1269890921/reports>

**Good**



# Temple Fortune Health Centre

## Detailed findings

### Our inspection team

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

Our inspection team was led by a CQC Lead Inspector.

### Why we carried out this inspection

We carried out an announced, focussed inspection visit of this service on 22 March 2017 under Section 60 of the

Health and Social Care Act 2008 as part of our regulatory functions. This was because the practice was not meeting some legal requirements during our previous visit on 13 January 2016.

The inspection was conducted to check that improvements planned by the practice to meet legal requirements had been made.

### How we carried out this inspection

During our focussed inspection on 22 March 2017, we reviewed a range of information provided by the practice and spoke with the practice manager.

# Are services safe?

## Our findings

At our last inspection on 13 January 2016 we found that one GP had not received an update in regards to safeguarding adults and not undertaken safeguarding children to the required level 3. We noted four members of the non-clinical team had not received an update in safeguarding children to the required level 1.

At our inspection on 22 March 2017 we were provided with evidence that showed all members of staff working at the practice had been trained to the appropriate safeguarding level and that all the training was in date.

At our inspection on 13 January 2016, we found that not all staff had received appropriate training in infection prevention and control. During our visit on 22 March 2017 we were shown evidence that the GP infection control lead had received appropriate training.

At our inspection on 13 January 2016, we found the practice did not have an automated external defibrillator (AED) for use in medical emergencies. An AED portable device that delivers an electric shock through the chest to the heart in the event of a person suffering cardiac arrest. At our visit on 22 March 2017, we saw that the practice now had access to an AED and that staff had been trained in its use.