

Aston Healthcare Limited

Inspection report

Manor Farm Road
Liverpool
L36 0UB
Tel: 01514801244

Date of inspection visit: 05 April 2022
Date of publication: 19/05/2022

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

Not inspected

Are services safe?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an inspection at Aston Healthcare on 5 April 2022. We did not award a rating as we did not inspect the whole of the domains.

The full reports for previous inspections can be found by selecting the 'all reports' link for Aston Healthcare on our website at www.cqc.org.uk

Why we carried out this inspection

This was a focused inspection following information of concern being received by the Care Quality Commission. We looked at specific information in the following key questions:

- Safe
- Responsive
- Well-led

How we carried out the inspection

Throughout the 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:

- Conducting staff interviews
- Requesting evidence from the provider
- A short site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The provider had recognised shortfalls in systems and processes for the service and had employed a management team that were tasked with implementing and embedding systems and processes across all practices within the service. These included clinical cover, mandatory training, staff supervision, staff appraisals and managing complaints.
- Staff felt there had been improvements to communication and their involvement in the operation of the service in the months prior to the inspection.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.

Overall summary

Whilst we found no breaches of regulations, the provider **should**:

- Continue to improve the induction and training programme for all staff.
- Continue to improve systems to provide training, professional development, supervision and appraisals for all staff.
- Continue to review and improve clinical staff rotas.
- Continue to improve governance systems and processes for the service.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector supported by a CQC team inspector. They undertook a short site visit to complete the inspection.

Background to Aston Healthcare Limited

Aston Healthcare is located in Liverpool at:

Manor Farm Primary Care Resource Centre

Manor Farm Road

Huyton

Liverpool

Merseyside

L360UB

The practice has branch surgeries at:

Camberley Medical Centre

Camberley Drive

Halewood

Liverpool

Merseyside

L259PS

Gresford Medical Centre

Pilch Lane

Huyton

Liverpool

Merseyside

L140JE

Knowsley Medical Centre

Frederick Lunt Avenue

Knowsley

Liverpool

Merseyside

L340HF

Leathers Lane Surgery

The Halewood Centre

Roseheath Drive

Halewood

Liverpool

L269UH

Whiston Primary Care Resource Centre

Old Colliery Road

Whiston

Liverpool

Merseyide

L353SX

We visited Manor Farm Primary Care Resource Centre to carry out the inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from all sites.

The practice offers services from the main practice and five branch surgeries. Patients can access services at any of the surgeries.

The practice is situated within the Knowsley Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 23779. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 96.8% White, 1.2% Asian, 1.3% Mixed, 0.4% Black, 4% Mixed, and 0.2% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of GPs who provide cover at the main location and all branch surgeries. They are supported by a team of advanced nurse practitioners and physicians associates. There are a team of nurses who provide nurse led clinics for long-term conditions at both the main and the branch locations. The GPs are supported at the main location and all branch surgeries by a team of reception/administration staff and a practice manager. A registered manager provides managerial oversight at both the main location and all branch surgeries.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or one of the branch surgeries.

Out of hours services are provided by Primary Care 24.