

Pain Consultants Ltd

Inspection report

Link 665 Business Centre
Todd Hall Road, Haslingden
Rossendale
BB4 5HU
Tel: 07458302521

Date of inspection visit: 20 July 2022
Date of publication: 24/08/2022

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

Good



Are services safe?

Good



Overall summary

This service is rated as **Good overall**. (Previous rating November 2021 – Good)

The key question at this inspection is rated as: Are services safe? – Good

We carried out an announced comprehensive inspection at Pain Consultants Limited on 19 November 2021 as part of our inspection programme.

We rated the practice as requires improvement for providing safe services and good overall and issued the provider with requirement notices in relation to a breach of Regulation 15 (Premises and Equipment) and Regulation 19 (Fit and Proper Persons Employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The full comprehensive report on the November 2021 inspection can be found by selecting the 'all reports' link for Pain Consultants Limited on our website at www.cqc.org.uk.

At our inspection in November 2021 we rated the practice as requires improvement for providing safe services because:

- The provider was unable to demonstrate that all equipment used by the service was properly maintained. For example, in relation to the C-arm x-ray machine, the ultrasound equipment and the radio frequency lesion machine.
- Information specified in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was not available for all staff employed.

We carried out a focused desk-based review of Pain Consultants Limited on 20 July 2022. This inspection was to see whether the breach of Regulation 15 (Premises and Equipment) and Regulation 19 (Fit and Proper Persons Employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 found at our last inspection had been addressed.

For this inspection, we focused on the key question of Safe which we rated as requires improvement in November 2021.

At this inspection we found:

- The provider had taken steps to ensure the C-arm x-ray machine was serviced and provided assurance that the radio frequency machine was not due for service or maintenance until 2023. Furthermore, the ultrasound machine on loan to the clinic had been returned to the supplier.
- The provider had obtained outstanding information for staff related to disclosure and barring service certificates (DBS), proof of identity, evidence of conduct in previous employment, employment history, and / or training.

Please refer to the detailed report for further information

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

A Care Quality Commission (CQC) lead inspector conducted a desk-based review of the evidence supplied to us by the service.

Background to Pain Consultants Ltd

Pain Consultants Limited is a private clinic providing a range of diagnosis and treatment options for pain related conditions. The clinic offers outpatient services for adults only.

The service is located at Link 665 Business Centre, Todd Hall Road, Haslingden, Rossendale, Lancashire, BB4 5HU.

The clinic team consists of two pain consultants, a registered nurse, a diagnostic radiographer and a practice/personal assistant.

The clinic is open 9.00am to 1.00pm on a Tuesday and Wednesday and 9.00am to 5.00pm on a Friday.

Website: www.pain-consultants.co.uk/

The service is registered with CQC to undertake the following regulated activities:

- Treatment of Disease, Disorder or Injury.
- Diagnostic and Screening Services.
- Surgical Procedures.

Are services safe?

We rated safe as Good because:

Breaches that were identified at the previous inspection in November 2021 had been addressed in relation to the maintenance of equipment and recruitment records.

Safety systems and processes

At the inspection in November 2021, the provider was unable to provide assurance that all equipment was appropriately maintained. For example, there was no certification to confirm the C-arm x-ray equipment had received an annual service since it was commissioned on 20 September 2019. We saw documentation recommending annual servicing for this equipment. Likewise, there was no evidence that the ultrasound equipment or the radio frequency lesion machine had been serviced. We were informed that the radio frequency lesion machine was on loan to the provider.

Following our inspection the provider submitted an action plan which outlined the action the provider would take to meet the breach of Regulation 15 (Premises and Equipment).

At this review, we saw evidence that the C-arm x-ray machine had been serviced and received written assurance that the radio frequency machine was not due for service or maintenance until 2023. Furthermore, the ultrasound machine on loan to the clinic had been returned to the supplier.

At the inspection in November 2021, we also found that information required under Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was either missing or incomplete. For example, there were no application forms or curriculum vitae (CV) to provide a full employment history and to enable the provider to identify and explore any gaps in employment; no proof of identity (the service manager / personal assistant later provided sight of her passport whilst on site); no satisfactory evidence of conduct in previous employment and no Disclosure and Barring Service (DBS) checks. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

Following our inspection the provider submitted an action plan which outlined the action the provider would take to meet the breach of Regulation 19 (Fit and Proper Persons Employed). This included establishing a file for each employee that contained DBS certificates, CVs, evidence of conduct in previous employment, proof of identification and training records. At this review we were provided with evidence and noted that action had been taken to mitigate risks and obtain missing records related to disclosure and barring service certificates (DBS), proof of identity, evidence of conduct in previous employment and employment history.