

Julian House Homeless Health Service

Inspection report

Julian House
Manvers Street
Bath
BA1 1JW
Tel: 01225 613100
<www.heartofbath.com

Date of inspection visit: 2 May 2019
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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

Requires improvement



Are services safe?

Good



Are services effective?

Good



Are services caring?

Requires improvement



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

Letter from the Chief Inspector of General Practice

We rated this service as Requires improvement overall.

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Requires improvement

Are services responsive? – Good

Are services well-led? – Requires improvement

We carried out an announced comprehensive inspection at Julian House Homeless Healthcare (Julian House) on 2 May 2019 as part of our inspection programme. The service had no patients registered in the population groups, older people and families, young people and children, which meant that they were not rated. In the population groups, people with long term conditions and working age people (including those recently retired and students) there were not enough patients registered to make a judgement, which meant these groups were also not rated.

At this inspection we found:

- The practice had systems to manage risk so that safety incidents were less likely to happen.
- When incidents did happen, the practice learned from them and improved their processes.

- Staff involved and treated patients with compassion, kindness, dignity and respect, however there were no screens or curtains in the treatment room to maintain patient privacy.
- The involvement of other organisations and the local community were integral to how services were planned and ensured that services met patient needs.
- Care was provided in a way that met the needs of different groups of people and to ensure they received the care to best meet their needs. However, there was no system in place for patients to provide feedback and therefore no opportunity for the service to be evaluated and improved from a patient perspective.
- The practice was developing their services, for vulnerable people and people experiencing poor mental health. There was limited evidence of clinical audit or a quality improvement programme being in place.
- There was a cohesive team that was well supported by management.

The areas where the provider must make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

People whose circumstances may make them vulnerable

Good



People experiencing poor mental health (including people with dementia)

Good



Our inspection team

Our inspection team was led by a CQC inspector. The team included, a GP specialist advisor and a Practice Manager specialist advisor.

Background to Julian House Homeless Health Service

Julian House Homeless Health services have been delivered by the provider, Heart of Bath since April 2018. It is a GP practice specifically commissioned to provide access to healthcare for the homeless within the Bath and North East Somerset area. The vision and aim of the practice is to move patients on to mainstream GP practices once they had stabilised their lives and housing requirements. At the time of the inspection the practice had approximately 70 patients registered, and these included some temporary residents.

The service is co-located within the Julian House Homeless Hostel. The location provides a walk-in service for patients from 9.30am – 2.30pm Tuesday, Wednesday and Thursday and 9.30am to 1.30pm on Mondays and

Fridays. Outside of these times patients were advised by to call NHS111 by the homeless hostel staff who were on site 24hours a day and could provide support to patients in contacting the service.

The practice is registered to provide the following regulated activities; Treatment of disease, disorder or injury; family planning; diagnostic and screening procedures; maternity and midwifery services, and surgical procedures from the following address: Manvers Street, Bath, BA1 1JW

Further information about the practice can be found obtained through their website at:

www.heartofbath.com

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met... The provider did not have systems and processes in place to ensure: • All had been done to maintain a patients' privacy. • Systems were in place to collect and evaluate patient feedback. • That a programme of clinical audit and/or quality improvement initiatives were conducted. This was in breach of regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.