

Dental and Medical Clinic in Barking

Inspection report

98 Longbridge Road
Barking
Essex
IG11 8SF
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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

This service is rated as Good overall. (Previous inspection 20 & 28 May 2019. The service was rated Good overall; however, we rated the key question of safe as requires improvement for the GP services provided at this location. This inspection on 17 August 2020 is a desk-based inspection to follow up on concerns found at the previous inspection.

The key questions are rated as:

Are services safe? – Good

At the inspection on 20 and 28 May 2019 we found whilst services were provided in a way which was generally safe and effective; systems to assess, monitor and manage risks to patient safety required improvement, specifically in respect of safeguarding and significant event training. We also told the provider they should improve procedures for legionella risk management, sharing learning from complaints, significant events and feedback and review systems and processes for quality improvement including audits. We checked these areas as part of this focussed inspection and found, whilst further improvement could be made around quality improvement activity, the issues had largely been resolved.

Dental and Medical Clinic in Barking provides a wide range of dental and medical services on a private, fee paying basis only. This inspection in August 2020 relates to the medical services only. The dental services were separately inspected in June 2019.

The service is overseen by a Registered Manager who oversees the day to day functions. A registered manager is a person who is registered with the CQC 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.

We did not request feedback from patients as part of this desk-based follow up inspection.

Our key findings were:

- The service had reliable systems to assess, monitor and manage risks to patient safety.
- There was some evidence of quality improvement activity.

The areas where the provider **should** make improvements are:

- Continue to review and improve systems and processes for quality improvement including a programme of audits.

Dr Rosie Benneyworth BM BS BMedSci MRCGP Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection was led by a CQC inspector who had access to advice from a specialist advisor.

Background to Dental and Medical Clinic in Barking

Dental and Medical Clinic in Barking is located at 98 Longbridge Road, Barking IG11 8SF. It provides a wide range of medical and dental services from a self-contained building in Barking town centre. Services are provided on a private, fee paying basis only and the majority of the service's patients originate from Eastern European countries. The service is provided by Klinika Limited which also operates a clinic in Palmers Green, north London. This location is separately registered with the CQC and was not visited as part of this inspection.

The provider's website can be found at: www.klinika.co.uk.

The service opens seven days a week from 9am to 7pm. Services offered include general medicine, blood tests, family planning, electrocardiogram and ultrasound scanning. Dental services are also provided from this location but were not reviewed as part of this inspection.

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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.

There is a multidisciplinary team consisting of 11 GPs with varying specialisms and 13 other staff including dentists, nurses and administrative/reception staff.

Dental and Medical Clinic in Barking is registered to provide the following registered activities: Diagnostic and screening procedures, Family planning services, Surgical procedures and Treatment of disease, disorder or injury.

How we inspected this service

We asked the service to provide documentation demonstrating the steps they had taken to address the concerns we identified at the previous inspection. We also reviewed the information we hold about the service as part of this inspection.

Are services safe?

We rated safe as Good because:

Safety systems and processes

The service had clear systems to keep people safe and safeguarded from abuse.

- All staff received up-to-date safeguarding and safety training appropriate to their role. They knew how to identify and report concerns. At the inspection in May 2019 we found not all clinical staff were trained to the level appropriate to their role. Clinical staff were only trained to Level 2 rather than Level 3 in Child Protection.
- For this inspection in August 2020, we asked the provider to submit documentary evidence of safeguarding training undertaken by all relevant clinical staff. We reviewed these documents and were satisfied all clinical staff had undergone Child Protection training to Level 3.
- At the inspection in May 2019 we found a legionella risk assessment had been carried out. Whilst the risk rating was low, the risk assessment indicated a number of minor areas requiring action. At the time of the inspection the provider was in the process of reviewing the actions identified and was due to query a number of the points which had been raised by the relevant company. Whilst there was no breach of the regulations in this regard, we told the provider they should review and improve their processes to mitigate the associated risk of legionella.
- As part of this inspection in August 2020, we were provided with a subsequent legionella risk assessment which had been carried out on 16 June 2020. Two action points had been identified and we saw these had been actioned within the specified timeframe.

Lessons learned and improvements made

The service learned and made improvements when things went wrong.

- There was a system for recording and acting on significant events. Staff understood their duty to raise concerns and report incidents and near misses. At the inspection in May 2019 we found there was no significant event training in place and an incident which should have been reported and managed as a significant event had not been. Following that inspection, the provider told us significant event training would be provided to all staff.
- For this inspection in August 2020, we reviewed documentary evidence from the provider which demonstrated this training had been completed on 10 December 2019. We also saw records of subsequent significant events and complaints which had been recorded, including details of action taken.
- There were adequate systems for reviewing and investigating when things went wrong. The service learned and shared lessons identified themes and took action to improve safety in the service. At the inspection in May 2019 we found safety related events and incidents and learning identified as a result were not routinely discussed with all staff. We told the provider they should review and improve this.
- At this inspection in August 2020, we were provided with meeting minutes showing safety related matters being discussed at staff meetings and that significant events and complaints were now a standing meeting agenda item.