

AMS Clinic Ltd

AMS Clinic

Inspection report

72 Oak Lane
Bradford
West Yorkshire
BD9 4QX
Tel: 01274 484222
Website: www.amsclinic.co.uk

Date of inspection visit: 19 March 2017
Date of publication: 22/05/2017

Overall summary

We carried out an unannounced responsive focused inspection on 19 March 2017 to establish whether services delivered by AMS Clinic Ltd were safe.

Our findings were:

Are services safe?

We found that this service was not providing safe care in accordance with the relevant regulations.

Background

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the service was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 following concerns around infection prevention and control, privacy and consent.

The AMS Clinic Ltd is located at 72 Oak Lane, Bradford, West Yorkshire, BD9 4QX.

The clinic was set across four floors. The reception and waiting area was located on the ground floor, with a dedicated private room for obtaining consent situated behind this area. Surgical procedures were carried out in the basement area of the clinic. Following the procedure, patients were taken to private consultation/waiting rooms on the first and second floor to recover from treatment.

The AMS Clinic Ltd operates from two locations, the second location being based in Manchester. We did not visit this location as part of our inspection.

The AMS Clinic is a private provider of circumcisions for boys from aged 2 weeks upwards to adults.

The service is primarily provided on Sunday mornings from 10.15am, with the option of afternoon clinics to accommodate demand where necessary.

The service is delivered by two doctors, two registered nurses and three healthcare assistants who operate on a rota basis. The usual staffing on a session consisted of a doctor supported by a healthcare assistant. The reception area is covered by an additional nurse or healthcare assistant who explained the procedure to patients, carried out a pre-operative assessment, to confirm that the patient and mother were in good health, and obtained documented consent prior to the procedure taking place.

The service also provided a 24 hour post-operative helpline number to deal with any concerns following the procedure.

As this was an unannounced inspection we did not request any feedback from patients in advance of, or during the inspection.

Our key findings were:

Summary of findings

- The provider had systems in place to obtain and document consent prior to any procedure taking place.
- Parents were not usually present during the procedure. However; there was a health care assistant present during every procedure to act in the role of a chaperone. A chaperone is a person who serves as a witness for both a patient and a medical practitioner as a safeguard for both parties during a medical examination or procedure. There was a television in the waiting area. This was to aid confidentiality and reduced the likelihood of conversations being overheard from the consent room located behind the reception/waiting area.
- We found the clinic to be clean and well maintained in the majority of areas. However; we found some significant issues with the infection prevention and control systems in the surgical procedures room located in the basement area.

We identified that regulations were not being met and the provider must:

- Ensure that the basement area meets infection prevention and control requirements for a surgical area.
- Due to the risks associated with the infection prevention and control issues, we contacted the provider following our inspection and requested that an action plan be submitted within 48 hours. The provider complied with this request and provided assurance that the issues identified would be rectified prior to the next clinic being held on 26 March 2017. We also received photographic evidence to demonstrate that works had been undertaken to address the issues identified prior to the next clinic being held.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services safe?

This inspection focused on the areas of infection prevention and control, privacy and consent which fall within the safe domain. We did not look at the remaining four questions.

We found that this service was not providing safe care in accordance with the relevant regulations.

We told the provider to take action (see full details of this action in the Requirement Notices section at the end of this report). There were a number of infection prevention and control issues in the basement surgical procedures room.

In addition to these issues we also found;

- Portable Appliance Testing (PAT) on some of the electrical equipment we looked at was out of date.
- Oxygen was stored in the basement surgical procedures room; however there was no sign to identify this as the storage area.
- When asked to open the rear fire door staff members found this was difficult to open quickly.

Due to the risks associated with the infection prevention and control issues, we contacted the provider following our inspection and requested that an action plan be submitted within 48 hours. The provider complied with this request and provided assurance that the issues identified would be rectified prior to the next clinic being held on 26 March 2017. We also received photographic evidence to demonstrate that works had been undertaken to address the issues identified prior to the next clinic being held.

AMS Clinic

Detailed findings

Background to this inspection

We carried out an unannounced focused inspection on 19 March 2017. This was in response to information of concern received regarding infection control, privacy and consent. The inspection team consisted of a CQC inspector and a second CQC inspector.

To get to the heart of patients' experiences of care and treatment, we usually ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

Although these questions inform the framework for the areas we look at during an inspection the unannounced inspection carried out on 19 March 2017 focused on the areas of infection prevention and control, privacy and consent.

Are services safe?

Our findings

Overview of safety systems and processes

The provider had a system in place to ensure patients or their parents/guardians had an understanding of the process prior to the procedure taking place.

There was a clear process in place for obtaining and documenting consent prior to the procedure taking place.

Parents were usually not present during the procedure. However; there was a health care assistant present during every procedure to act in the role of a chaperone.

Whilst the organisation maintained appropriate standards of cleanliness, hygiene and infection prevention and control in most areas of the clinic there we identified some specific areas of concern within the surgical procedures room located in the basement area. These included:

- There was a microwave, kettle, refrigerator and foodstuffs located in this area.
- We saw some damage to the floor and walls which would make it difficult to clean and disinfect.
- Waste bins (both clinical and non-clinical) were unlidded and not foot operated. This meant there was an increased risk of hand contamination within the surgical area.
- A sharps bin containing dirty surgical equipment was stored on the floor, undated and with the top open.
- A stainless steel surgical trolley had dirty castors.
- The wall mounted air extractor fan was dusty.
- A wall mounted notice board was felt covered which made it unsuitable for use in a surgical room as it was difficult to clean and disinfect.

- The electrical wiring behind the computers was not bundled and was in a jumbled and untidy condition which did not facilitate effective cleaning. We found debris beneath this wiring.
- Cleaning chemicals and a floor mop were stored openly in the room, close to the treatment couch.
- The room was cluttered in areas and could not be easily cleaned and disinfected. For example; we saw cardboard boxes piled in a corner under the stairs.

The Portable Appliance Testing (PAT) on some of the electrical equipment we looked at was out of date and had not been tested since 2014.

Arrangements to deal with emergencies and major incidents

The organisation had adequate arrangements to respond to emergencies and major incidents.

- All staff received annual basic life support training and there were emergency medicines available in the treatment room.
- Oxygen was stored in the basement surgical procedures room; however there was no sign to identify this as the storage area.
- Emergency medicines were easily accessible to staff in a secure area of the practice and clinical staff knew of their location. All the medicines we checked were in date and stored securely.
- We found that the rear fire door was difficult to open quickly.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Surgical procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Care and treatment was not always provided in a safe way for service users.</p> <p>The provider was not assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated.</p> <p>Specifically, there were infection prevention and control issues in the basement area where surgical procedures were carried out.</p> <p>This was in breach of regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p>