

# Wellington House Practice

## Quality Report

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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

Are services safe?

**Good**



# Summary of findings

## Contents

### Summary of this inspection

Overall summary	Page 2
The five questions we ask and what we found	3

### Detailed findings from this inspection

Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	5

## Overall summary

### Letter from the Chief Inspector of General Practice

In December 2014, we found concerns related to staff recruitment check and records, access to phone translation services and the patients understanding of the advanced appointment booking system during a comprehensive inspection of Wellington House Practice, Princes Risborough, Buckinghamshire. Following the inspection the provider sent us an action plan detailing how they would implement systems to ensure staff recruitment checks and records would be reviewed and improved. They also confirmed that all staff would be made aware of the translation service to offer to patients if their first language was not English. The action plan outlined how the practice would improve patient understanding of the advanced appointment booking system.

We carried out a desktop review of Wellington House Practice on 16 April 2016 to ensure these changes had been implemented and that the service was meeting regulations. Our previous inspection in December 2014 had found a breach of regulations relating to the requirement of workers. The ratings for the practice have been updated to reflect our findings.

We found the practice had made improvements since our last inspection on 17 December 2014 and they were meeting the regulation relating to recruitment checks and records that had previously been breached.

Specifically the practice was operating safe systems in relation to staff recruitment and records. This included:

- All nursing staff had received Disclosure and Barring Service Checks. The practice had risk assessed all staff roles to determine which staff required DBS checks, including those undertaking chaperone duties.
- Locum references are taken and the practice has processes to assure themselves that the appropriate recruitment checks were undertaken by employment agencies.
- Staff recruitment checks had been updated to ensure all references are taken for newly appointed staff and gaps in employment are checked.

The practice has also ensured that all staff are aware of the translation service available to patients, whose first language is not English. A patient information leaflet has been created to explain the appointment system to all patients, which includes how to book advance appointments.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The provider was providing safe services.

Since our last inspection in December 2014; systems had been put in place and the practice had embedded operating systems in relation to staff recruitment and records. This included:

- All nursing staff had received Disclosure and Barring Service Checks. The practice had undertaken a risk assessment for all staff roles to determine which staff required DBS checks.
- Locum references were taken and the practice had processes to assure themselves that the appropriate recruitment checks were undertaken by employment agencies.
- Staff recruitment checks had been updated to ensure all references were taken for newly appointed staff and gaps in employment are checked.

**Good**



# Wellington House Practice

## Detailed findings

### Why we carried out this inspection

We carried out a comprehensive inspection on 17 December 2014 and published a report setting out our judgements. We asked the provider to send a report of the changes they would make to comply with the regulation they were not meeting. We have followed up to make sure the necessary changes have been made and found the provider is now meeting the fundamental standards included within this report.

This report should be read in conjunction with the full inspection report. We have not revisited Wellington House Practice as part of this review because the practice was able to demonstrate compliance without the need for an inspection.

### How we carried out this inspection

We reviewed information given to us by the practice, including policies around staff recruitment, staff personnel records. We also looked at evidence in relation to translation services and the appointment system.

# Are services safe?

## Our findings

At the inspection in December 2014, we found concerns which related to the requirements of staff and recruitment checks and records. During this inspection review we found the practice had made improvements in these areas.

### Overview of safety systems and processes

- We reviewed two personnel files and found appropriate recruitment checks and references had been undertaken prior to employment.
- Nurses had received the appropriate checks through the Disclosure and Barring Service (DBS). The practice had risk assessed all staff roles to determine which staff required DBS checks. This included those undertaking chaperone duties.
- Locum staff recruitment had been reviewed and the practice had implemented a system to ensure employment agencies were undertaking appropriate checks before locums' commenced work.
- Recruitment procedures had been updated to ensure all references are taken and gaps in employment are checked for all newly recruited staff.