

Tavyside Health Centre

Quality Report

Abbey Rise

Tavistock

Devon

PL19 9FD

Tel: 01822 613517

Website: <https://www.tavyside.org>

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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 service

Good



Are services safe?

Good



Summary of findings

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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 practice is now rated as good for safe having made improvements to ensure that standard operating procedures for recruitment have been reviewed and followed.

The practice rating for the safe key line of enquiry has been reviewed as part of this desktop review. We followed up the areas we were concerned about. Risks with regard to the recruitment practices have now been addressed.

Our findings at the last inspection were that staff understood and fulfilled their responsibilities to raise concerns, and to report incidents and near misses. Lessons were learned and communicated widely to support improvement. Information about safety was recorded, monitored, appropriately reviewed and addressed. Risks to patients were assessed and well managed. There were enough staff.

Good



Tavyside Health Centre

Detailed findings

Why we carried out this inspection

We carried out an inspection of Tavyside Health Centre on 26 May 2015 and published a report setting out our judgements. We asked the provider to send us 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 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 sent to us by the practice. We have not revisited Tavyside Health Centre as part of this review.

Are services safe?

Our findings

Staffing and recruitment

Since the comprehensive inspection in May 2015, the practice sent us an action plan and provided evidence showing the improvements made. The improvements have shown that effective standard operating procedures for recruitment are now in place and being followed.

For this desktop review we looked at the recruitment policy and procedure, which had been updated. We were sent evidence to show this was being followed. For example, a standardised checklist had been developed to track all the checks carried out for new staff prior to employment. This included recording that the performers list held by the local area team had been checked prior to appointment of a GP,

including locum GPs. We saw an example of records held demonstrating that pre-employment checks had been carried out for a new member of staff. This included checks of the Disclosure and Barring Service (DBS) and performers list held by the local area team.

In May 2015, we had no other concerns about staffing arrangements. Staff told us about the arrangements for planning and monitoring the number of staff and mix of staff needed to meet patients' needs. We saw there was a rota system in place for all the different staffing groups to ensure that enough staff were on duty. There was also an arrangement in place for members of staff, including nursing and administrative staff, to cover each other's annual leave.