

Coldharbour Surgery

Quality Report

Coldharbour Surgery
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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 this inspection

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of the practice on 2 December 2014. Breaches of legal requirements were found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breaches of regulation 9 and regulation 21 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

We undertook this focussed inspection on 9 October 2015 to check that they had followed their plan and to confirm that they now met the legal requirements. This report covers our findings in relation to those requirements and also where additional improvements have been made following the initial inspection. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Coldharbour Surgery on our website at www.cqc.org.uk.

Overall the practice is rated as Good. Specifically, following the focussed inspection we found the practice to be good for providing safe services. As the practice was now found to be providing good services for safe, this

affected the ratings for the population groups we inspect against. Therefore, it was also good for providing services for older people; people with long-term conditions; families, children and young people; working age people (including those recently retired and students); people whose circumstances make them vulnerable and people experiencing poor mental health (including people with dementia).

Our key findings across all the areas we inspected were as follows:

- the practice had reviewed their recruitment policy which included requesting a Disclosure and Barring Service (DBS) check before new staff started work, they reviewed any DBS checks completed by other employers and they kept checking with the DBS service for progress on the DBS check.
- the practice had purchased oxygen for the branch surgery to enable staff to deal with medical emergencies there if required.

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 practice is rated as good for providing safe services.

Improvements had been made to staff recruitment processes to ensure the required checks were completed before new staff started work. Suitable arrangements were in place to deal with medical emergencies at the branch surgery because medical oxygen had been purchased.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated as good for the care of older people. As the practice was now found to be providing good services for safe, this affected the ratings for the population groups we inspect against.

Good



People with long term conditions

The practice is rated as good for the care of people with long-term conditions. As the practice was now found to be providing good services for safe, this affected the ratings for the population groups we inspect against.

Good



Families, children and young people

The practice is rated as good for the care of families, children and young people. As the practice was now found to be providing good services for safe, this affected the ratings for the population groups we inspect against.

Good



Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students). As the practice was now found to be providing good services for safe, this affected the ratings for the population groups we inspect against.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable. As the practice was now found to be providing good services for safe, this affected the ratings for the population groups we inspect against.

Good



People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia) As the practice was now found to be providing good services for safe, this affected the ratings for the population groups we inspect against.

Good



Coldharbour Surgery

Detailed findings

Why we carried out this inspection

We undertook a focussed desk-based inspection of Waverley PMS on 9 October 2015. This is because the service had been identified as not meeting some of the legal requirements and regulations associated with the Health and Social Care Act 2008. Prior to April 2015, the legal requirements the provider needed to meet were the Essential Standards of Quality and Safety. Specifically, breaches of regulation 9 Personalised care and welfare of service users and regulation 21 Suitability of staffing of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 were identified.

From April 2015, the regulatory requirements the provider needs to meet are called Fundamental Standards and are set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This meant that the new legal requirements the provider needed to meet were in relation to breaches of regulation 15 Premises and equipment and regulation 19 Fit and proper persons employed.

We found that patients were at risk of harm because staff did not have access to medical oxygen for use in the event of a medical emergency at the branch surgery and staff recruitment did not always include a Disclosure and Barring Service check being completed before new staff started work.

This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 2 December 2014 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe. We inspected the practice against all six of the population groups: older people; people with long-term conditions; families, children and young people; working age people (including those recently retired and students); people whose circumstances make them vulnerable and people experiencing poor mental health (including people with dementia). This was because any changes in the rating for safe would affect the rating for all the population groups we inspected against.

Are services safe?

Our findings

Staffing and recruitment

The practice recruitment processes were reviewed and the processes were in place to ensure the required checks were completed before new staff started work at the practice.

Arrangements to deal with emergencies and major incidents

The practice had arrangements in place to manage emergencies. The practice had access to medical oxygen in the event of an emergency at the branch surgery and we were shown evidence of invoices to confirm this had been purchased.