

Hove Park Villas Surgery

Quality Report

18 Hove Park Villas
Hove
East Sussex
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Date of inspection visit: 7 October 2016
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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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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 9 July 2015. Breaches of Regulatory requirements were found during that inspection within the safe and domain. After the comprehensive inspection, the practice sent us an action plan detailing what they would do to meet the regulatory responsibilities in relation to the following:

- Ensure recruitment arrangements include all necessary employment checks for all staff.
- Ensure that the fire detection and alarm system meets the current fire safety legislation.
- Ensure health and safety audits are undertaken to safeguard patients and staff who enter and work at the premises.

We undertook this focused desktop inspection on 7 October 2016 to check that the provider had followed their action plan and to confirm that they now met regulatory requirements. A desktop inspection is when we request information from the registered provider to check that they have taken action to meet regulations without a visit to the location.

This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Hove Park Villas Surgery on our website at www.cqc.org.uk.

This report should be read in conjunction with the last report published in November 2015.

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

- We saw evidence that employment checks (Disclosure and Barring Service (DBS)) were now in place for staff.
- We saw evidence that there was a new effective system in place for the detecting and notification of fires in the practice meeting the current fire safety legislation.
- We saw evidence that the practice had a system in place that ensured health and safety audits were undertaken.

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.

Good



- On our previous inspection on 9 July 2015, we found that the practice could not demonstrate that recruitment arrangements included all necessary employment checks for all staff. At this inspection on the 7 October 2016 we found that Disclosure and Barring Services checks had been put in place for all staff.
- At our previous inspection we found that the practice could not demonstrate that they had an effective system for detecting fires and raising the alarm. The information we saw on 7 October 2016 demonstrated that the provider had installed a new fire detection and alarm system to protect patients, staff and visitors to the practice.
- It was also noted during the previous inspection that the practice did not have a system in place that ensured health and safety risks were assessed and monitored. Evidence was seen during this inspection that the practice had established a health and safety audit system including a general risk assessment.

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 was rated as good for the care of older people on 9 July 2015. This rating remains unchanged.

Good



People with long term conditions

The practice was rated as good for the care of older people on 9 July 2015. This rating remains unchanged.

Good



Families, children and young people

The practice was rated as good for the care of older people on 9 July 2015. This rating remains unchanged.

Good



Working age people (including those recently retired and students)

The practice was rated as good for the care of older people on 9 July 2015. This rating remains unchanged.

Good



People whose circumstances may make them vulnerable

The practice was rated as good for the care of older people on 9 July 2015. This rating remains unchanged.

Good



People experiencing poor mental health (including people with dementia)

The practice was rated as good for the care of older people on 9 July 2015. This rating remains unchanged.

Good



Hove Park Villas Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Hove Park Villas Surgery

Hove Park Villas Surgery is located in a residential area of Brighton. There were 4,321 patients on the practice list. Services are provided under a General Medical Service (GMS) contract

The practice is managed by two GP partners (one male and one female) and a salaried GP (Male). There is a practice nurse and a healthcare assistant, a practice manager, reception and administration staff.

The practice is open 8am to 6.30pm Monday to Friday. There are arrangements for patients to access care from an Out of Hours provider IC 24.

Services are provided from a single location:

18 Hove Park Villas

Hove

East Sussex

BN3 6HG

Why we carried out this inspection

We undertook a desktop focused inspection of Hove Park Villas Surgery on 7 October 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 9 July 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe?

This is because the service had not been meeting some legal requirements.

How we carried out this inspection

We reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out a desktop focussed inspection on 7 October 2016. We contacted the practice and spoke with the practice manager and requested an update on their action plan submitted following their comprehensive inspection on 9 July 2015.

- We reviewed the system in place to monitor health and safety concerns and risk in the practice.
- Reviewed the information submitted by the practice on updated to the staff recruitment information.
- Reviewed the information submitted to evidence the installation of a fire detection and alarm system in the practice.

Are services safe?

Our findings

Overview of safety systems and processes

At our inspection on 9 July 2015 we found that the practice had a risk assessment to cover the use of reception staff who had not undergone a Disclosure and Barring Services check. The provider recognised that they could not guarantee that these staff would not been left unsupervised with patients and the risk assessment had not covered this eventuality. At this inspection we saw evidence that all staff have undergone a Disclosure and Barring Service check.

Monitoring risks to patients

At our inspection on 9 July 2015 we found that the practice did not undertake a health and safety audit. The practice manager told us that visual inspections of the building are undertaken on a regular basis. However there were no records maintained of these checks. At this inspection we reviewed information sent to us by the practice. We found that the practice had introduced a health and safety audit system and a risk assessment for the building. We saw a record to demonstrate that the practice manager undertakes a regular check of the premises and any concerns are identified and action taken to mitigate risks.

At our inspection on 9 July 2015 we found the practice did not have a fire alarm system installed. Wired smoke detectors were in place and the practice had a fire evacuation and alert system by using an air horn. The practice manager was not able to demonstrate that this system met current legislation. At this inspection we saw evidence that the practice had installed a full fire alarm system by a professional contractor.

Staffing and recruitment

At our inspection on 9 July 2015 we found that the practice had a recruitment policy that set out the standards it followed when recruiting clinical and non-clinical staff. All clinical staff working at the practice had received a Disclosure and Barring Service (DBS) check to ensure they were suitable to carry out their role. Not all staff who undertake chaperoning duties had undertaken a DBS check. We noted that the practice had used a recent DBS check when employing a staff member recently. This check whilst stating enhanced did not indicate that the barring lists had been checked. At this inspection we saw evidence that all staff had undergone an enhanced DBS check this included an updated check for the member of staff identified at the last inspection as having a DBS without the barring lists being checked.