

Bond Street

Inspection report

11 South Molton Street
London
W1K 5QL
Tel: 07507880406

Date of inspection visit: 28 September 2023
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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 location

Good



Are services safe?

Good



Overall summary

This service is rated as Good overall. (Previous inspection November 2021 – Good with Safe as Requires Improvement).

The key questions are rated as:

Are services safe? – Good

We previously carried out an announced comprehensive inspection of Bond Street in November 2021 as part of our inspection programme. The service was rated good overall. However, the service was rated as requires improvement for providing a safe service and a requirement notice was issued. The service was rated good for providing an effective, caring, responsive and well led service. You can read the full report by selecting the ‘all reports’ section for Bond Street on our website www.cqc.org.uk

On 28 September 2023 we carried out a site visit to confirm that the service had carried out the required improvement plans following the last inspection.

We found that the service had put measures in place for ongoing improvement and that the areas identified in the previously issued requirement notice had been addressed.

We based our judgement on the quality of care at this service on a combination of:

- What we found when we visited the provider;
- Information sent to us by the provider prior to the site visit; and
- Information from our ongoing monitoring of data about services.

We have rated safe as Good because:

- Fire safety issues had been addressed;
- Infection prevention and control issues regarding a portable sink in the consulting room had been resolved;
- Prescribed medicines were correctly labelled.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Bond Street

Bond Street is a travel clinic that operates from 11 South Moulton Street, London, W1K 5QL. The provider is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures; transport services; triage and medical advice provided remotely and the treatment of disease, disorder or injury. The service provides medical services for adults and children. The service website can be accessed through the following link: www.nomadtravel.co.uk

The provider offers travel health services including pre travel screening, vaccinations, medicines and advice on travel related issues to both adults and children travelling for business or leisure. The service is a designated yellow fever vaccination centre. Most services are available to fee-paying clients although some services offered are specific to clients who work for non-governmental organisations who hold an account with the provider. Services are available to people on a pre-booked appointment basis Monday to Friday between 9am and 4pm. The centre was also periodically open on Saturdays and offered appointments between 9am and 4pm. The service told us that they saw approximately 70 people per week at this location for travel health.

The provider's Bond Street location operates on the first floor of a converted premises and is not accessible for service users with impaired mobility and wheelchair users. However, the provider's online booking form highlights this to service users and directs them to book an appointment at one of their nearby locations which are accessible.

The clinic has a reception and waiting area and two consulting rooms.

To get to the heart of patients' experiences of care and treatment, we always 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?

At this inspection we focussed on the area of safe.

Are services safe?

At the inspection in November 2021 we rated the service as Requires Improvement for providing a safe service. We found that:

- The provider did not have adequate oversight of risks managed by third parties as the service agreement between the provider and the building managers specified that the fire alarm call points needed to be tested weekly. This had not been undertaken since June 2020 and it was unclear if there was an operational fire alarm system in the building after this date.
- The foot operated sink in one of the consulting rooms did not allow for hands to be washed in line with recommended Infection Prevention and Control (IPC) guidance.
- Labelling of medicines did not comply with current guidance.

At our September 2023 inspection, we rated safe as Good because:

Safety systems and processes

The service had clear systems to keep people safe and safeguarded from abuse.

- We were provided with assurance that all fire safety procedures were in place. We reviewed fire safety policies and agreements between the provider and the buildings landlord, records of monthly fire safety inspections, weekly call point testing and full building evacuation records. All were up to date with the last full evacuation being carried out in August 2023.
- At the last inspection we found that there was a portable sink in one of the clinical rooms. The sink was activated through a foot pump channelling water into the sink from a tank that was filled up on a daily basis. However the pump was not working correctly and was out of use, therefore no water was available in the clinical room for infection prevention and control purposes. We reviewed the sink and found it to be in working order. A weekly check took place to ensure it was in full working order. The landlord had agreed to provide mains water into the consultation room and the service was waiting for this work to be carried out.

Safe and appropriate use of medicines

The service had reliable systems for appropriate and safe handling of medicines.

- The system used for labelling prescribed medicines had been improved since the last inspection. All information for the labels was held on a computer system to be printed out when needed. The system contained all of the required safety information and clinicians were required to add the specific patient details to the system and then the label was automatically printed. We reviewed completed labels and found all required information was present.