

Chartwell Private Hospital and Diagnostics Limited

Chartwell Hospital

Inspection report

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Date of inspection visit: 12 October 2023
Date of publication: 11/06/2024

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

Inspected but not rated



Are services safe?

Inspected but not rated



Summary of findings

Overall summary

We carried out an unannounced focussed inspection of Chartwell Hospital on 12 October 2023. The purpose was to look at specific aspects of the diagnostic imaging services provided by Chartwell Hospital. Concerns were initially raised by system partners about the safety of the environment and equipment at the hospital.

This inspection was focussed and we did not gather sufficient evidence to re-rate the service.

During this inspection we reviewed the safety and cleanliness of the environment. We also checked whether medicines were being managed safely and that staff were carrying out correct procedures to make sure patients were kept safe from avoidable harm during procedures.


The service was visibly clean and staff followed the necessary infection, prevention and control procedures.

Medicines were managed safely, although medicine fridge temperatures were not always monitored, which posed a potential risk that medicines in the fridge may not be safe to use if the temperature fell outside the normal acceptable range. Senior leaders explained that this was because the endoscopy service was not currently operating at the time of the inspection and the fridge was not therefore in use.

Staff made sure scanning equipment was used safely, but did not always utilise the Magnetic Resonance Imaging (MRI) safety questionnaire to help guarantee the scanner was safe to use.

Summary of findings

Our judgements about each of the main services

Service	Rating	Summary of each main service
Diagnostic imaging	Inspected but not rated 	

Summary of findings

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Summary of this inspection

Background to Chartwell Hospital

We inspected Chartwell Private Hospital on 12 October 2023.

Chartwell Private Hospital opened in 2007 and was previously known as Leigh Medical Centre before transferring in 2010 to the provider Chartwell Private Hospital and Diagnostics Limited. Chartwell Private Hospital is an independently run Diagnostic and Treatment Centre.

The Hospital provides:

- An endoscopy unit covering diagnostic scopes of all types, including colonoscopy and sigmoidoscopy.
- A diagnostics suite is situated in the basement comprising: Magnetic Resonance Imaging (MRI), Computerised Tomography (CT) scanning, Ultrasound Scanning, and X-ray.
- Outpatient consulting rooms with phlebotomy facilities on the ground floor

The hospital had a registered manager in post and was registered for diagnostic and screening procedures and treatment of disease, disorder or injury.

How we carried out this inspection

The team that inspected the service comprised a CQC lead inspector and a specialist advisor with a specialism in diagnostic imaging.

You can find information about how we carry out our inspections on our website: <https://www.cqc.org.uk/what-we-do/how-we-do-our-job/what-we-do-inspection>.

Areas for improvement

During the inspection we identified the following areas that the provider should consider improving:

- The provider should ensure the necessary MRI safety questionnaires are used consistently by staff.

Our findings

Overview of ratings

Our ratings for this location are:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Diagnostic imaging	Inspected but not rated	Not inspected	Not inspected	Not inspected	Not inspected	Inspected but not rated
Overall	Inspected but not rated	Not inspected	Not inspected	Not inspected	Not inspected	Inspected but not rated

Diagnostic imaging

Safe

Inspected but not rated 

Is the service safe?

Inspected but not rated 

This was a focussed inspection and we did not gather sufficient evidence to re-rate the service.

Cleanliness, infection control and hygiene

Staff used equipment and control measures to protect patients, themselves, and others from infection.

On the day of the inspection the number of services was limited. Both the CT room and the Xray room were not in operation. These services had been suspended temporarily to make improvements to cleanliness, infection control and hygiene.

Appropriate colour coded bins were in place for safe disposal of waste including clinical waste.

The service was in the process of testing specialist equipment and 11 scopes had been sent for quality assurance testing and 5 scopes were sent for repair. Scopes are manually washed and leak tested before being located to the decontamination room.

The service had recorded incidents and had a process for learning from incidents. Staff we spoke with were able to demonstrate learning from incidents.

There was a process for reporting safeguarding concerns. Staff had not reported any recent safeguarding concerns. Staff were qualified and had received the appropriate level of safeguarding training.

Environment and equipment

The design, maintenance and use of facilities, premises and equipment did not always keep people safe. The service was making improvements to its environment and equipment.

Improvements were being made to both the environment and clinical equipment during the time of the inspection.

The service was working through an action plan with the Integrated Care Board to make improvements which were necessary to start providing a service to NHS patients. The service had recently made improvements to its endoscopy equipment. Parts of the building were awaiting repair. We saw a bucket being used to collect dripping water.

Staff knew about some specific risk issues but were not aware of the Magnetic Resonance Imaging (MRI) 5 Gauss line. The 5 Gauss line shows the area around an MRI machine at which the magnetic fields are more than five Gauss, a measure for the strength of a magnetic field. This is an important safety consideration as when the magnetic field is equivalent to or over five Gauss, it can present risks to patients and staff because it can affect devices such as pacemakers and implantable cardioverter defibrillators.

Diagnostic imaging

Medicines stored securely but fridge temperatures weren't being monitored as they should be. The controlled drugs book was signed and dated. Stock checks had been completed. We reviewed a sample of medicines and all had been checked and were in date. The keys to the medicine cupboard and the controlled drugs cabinet were kept in a secure safe. Keys had to be signed for by staff who were approved. Fridge temperatures had not been monitored since 25/8/2023. The provider's senior leaders explained that the fridge temperatures were not being checked at the time of the inspection because the endoscopy service was not currently operating. The endoscopy staff who would normally check these temperatures were not currently at work.

Although MRI safety questionnaires were in place these were not always used by staff. We observed staff in the MRI area that had not completed the MRI safety questionnaire. We observed staff with mobile phones in areas designated as no mobile phone areas.

A weekly testing document for specialist equipment was routinely completed. The MRI equipment was checked monthly. The radiographer's daily checklist had been completed and was up to date.

The scan room was locked out of hours. Keys to the scanner were stored in a secure cabinet. The MRI scanner could only be accessed by designated staff who held a key fob.

There was a resus trolley in the MRI control room. This was checked and all drugs were stocked and in date. There was a resus trolley checklist that was completed monthly by radiographers. We saw the daily checklist for the resus kit, defibrillator, oxygen canisters and the suction equipment.

The MRI service had a small waiting area with seats. Patients had access to safety information and toilet facilities, including accessible facilities.

Infection, prevention and control measures were in place, including spill kits, instructions about correct handwashing techniques and eye wash solutions.

A magnetic wand was used to detect magnetic objects that could pose a risk to patients who needed to use the MRI scanner.