

# Luxmedica Ealing

## Inspection report

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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 June 2019 – Good, Requires improvement for Safe).

The key question is rated as:

Are services safe? – Good

We previously carried out an announced comprehensive inspection at Luxmedica Ealing on 6 June 2019. The overall rating for the service was good, the service was rated requires improvement for providing safe services. The full comprehensive report on the 6 June 2019 inspection can be found by selecting the ‘all reports’ link for Luxmedica Ealing on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 3 July 2020 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 6 June 2019. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

Ms Dorota Murzyn is the registered manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered

providers, they are ‘registered persons’. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

We are mindful of the impact of COVID-19 pandemic on our regulatory function. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

## **Our key findings were :**

- We saw the process to assess risk to patients had been improved in some areas such as those relating to appropriate recruitment checks, child safeguarding training and fire evacuation plan.
- The premises were not accessible for patients with mobility issues, however the service had risk assessed with regard to emergencies.
- Information about services and how to complain was available.
- Interpreting services were available.
- The provider was aware of and complied with the requirements of the Duty of Candour.

## **Dr Rosie Benneyworth BM BS BMedSci MRCGP**

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection was completed by a CQC lead inspector

## Background to Luxmedica Ealing

Luxmedica Limited provides a private, non-NHS service. Luxmedica Ealing started in September 2015 and has two directors who run the service. The service employs a number of self-employed doctors. All doctors are on the General Medical Council (GMC) register and have indemnity insurance to cover their work.

Services are provided from: Luxmedica Ealing, 19 The Mall, London, W5 2PJ.

Online services can be accessed from the practice website: [www.luxmedica.co.uk](http://www.luxmedica.co.uk).

The service offers general practice services and gynaecology services including scans for babies. On average they offer 700 doctor consultations (non-dental) per month. The service offers consultations with specialists in cardiologist, dermatologist, diabetologist, endocrinologist, haematologist, NET laryngologist (Laryngology is a subspecialty within otolaryngology (ear, nose, and throat) that deals with illnesses and injuries of the larynx), orthopaedics, urologist, cryotherapy, physiotherapist, psychiatrist and psychologist.

The service also offers dental care and treatment, but that did not form part of this inspection.

The service has core opening hours from 9am to 9pm Monday to Saturday and 10am to 4pm Sunday. The service offers services for adults and children.

The service is registered with the Care Quality Commission to provide the regulated activities of diagnostic and screening procedures, treatment of disease, disorder or injury, and surgical procedures. This service is registered with CQC under the Health and Social Care Act 2008 in respect of the services it provides.

### How we inspected this service

We undertook a follow up desk-based focused inspection of Luxmedica Ealing on 3 July 2020. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

We focused on reviewing the key question of:

- Is it safe?

These questions therefore formed the framework for the areas we looked at during the inspection.

## Are services safe?

When we inspected the practice in June 2019, we found that this service was not providing safe care in accordance with the relevant regulations. Specifically, we found:

- The service had not always undertaken appropriate recruitment checks prior to employment. This issue was also highlighted during the previous inspection.
- Not all staff had received child safeguarding training relevant to their role in line with intercollegiate guidance for all staff working in healthcare settings.
- There was no documented fire evacuation plan and the service did not carry out a risk assessment to identify how staff could support patients with mobility problems to vacate the premises.

At this inspection in July 2020, we found improvements had been made. The provider had introduced a recruitment policy which stated all new employees must undertake the appropriate checks prior to employment. All staff had undertaken child safeguarding training relevant to their role. The service had produced a fire evacuation plan with details of how staff could support patients with mobility issues to vacate the building.

### Safety systems and processes

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

- The provider conducted safety risk assessments. It had appropriate safety policies, which were regularly reviewed and communicated to staff including locums. They outlined clearly who to go to for further guidance. Staff received safety information from the service as part of their induction and refresher training. The service had systems to safeguard children and vulnerable adults from abuse. All staff had received adult and child safeguarding training commensurate to their role. The patient record system electronically alerted clinical and reception staff to vulnerable patients.
- The service had systems in place to assure that an adult accompanying a child had parental authority to consent to care and treatment.
- The service worked with other agencies to support patients and protect them from neglect and abuse. Staff took steps to protect patients from abuse, neglect, harassment, discrimination and breaches of their dignity and respect.
- At the June 2019 inspection we found that the provider did not always carry out all the recommended

recruitment checks. For this inspection the provider has sent evidence that they have changed their policies to ensure that all the required pre-employment checks were carried out prior to employment. The provider was now carrying out staff checks at the time of recruitment and on an ongoing basis where appropriate. Disclosure and Barring Service (DBS) checks were undertaken where required. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).

- At the June 2019 inspection not all staff had received up-to-date safeguarding and safety training appropriate to their role. For this inspection the service sent evidence demonstrating all staff had received training appropriate to their role. Staff who acted as chaperones were trained for the role and had received a DBS check.

### Track record on safety and incidents

#### The service had a good safety record.

- There were comprehensive risk assessments in relation to safety issues.
- There was an up to date fire risk assessment and the service carried out fire drills. The fire extinguishers were serviced regularly, and smoke alarm checks had been carried out. At the June 2019 inspection it was noted that the Fire evacuation plan had not included satisfactory information on how staff could support patients with mobility problems to vacate the premises nor had the provider carried out a documented risk assessment for such a situation. At this inspection the service had provided us with a risk assessment for the evacuation of patients with mobility issues in the event of a fire. They also provided an updated Fire evacuation plan which included the plan to evacuate patients with mobility issues. Staff had also received additional training.

In addition, at our previous inspection we told the provider they should review their approach to complaints management and the provision on translation services.

At this inspection we found that the service had included information on how to complain in their patient leaflet which included the escalation process. They had also introduced a translation service for patients whose first language was not English or Polish.