

Omniya Limited

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Inspection report

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Ratings

Are services effective?

Are services well-led?

Overall summary

Omniya Ltd is a private clinic providing GP medical services to adults only and is located in Knightsbridge, London.

Omniya Limited

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the service was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

Two CQC Inspectors carried out an announced inspection on 7 April 2016 in response to concerns raised with us. Findings from this inspection included a lack of robust recruitment processes and policies and procedures to govern activity. Following the inspection on 7 April 2016 the provider was served a Section 31 Notice to suspend the service from providing any regulated activities for patients for a period of three months.

On 23 June 2016 two CQC Inspectors and a GP Specialist Advisor undertook a re-inspection of Omniya Ltd to assess if sufficient improvements had been made.

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?

However this re-inspection was carried out in response to the findings of the inspection on 7 April 2016, therefore we only looked at staff recruitment, training and qualifications within the question 'Is it effective?' and governance arrangements within the question 'Is it Well Led?'

Are services effective?

(for example, treatment is effective)

Our findings

Effective staffing

Staff had the skills, knowledge and experience to deliver effective care and treatment.

Our inspection on 7 April 2016 found the recruitment processes of Omniya Limited were not effective. The provider had a recruitment process in place which outlined documentation as set out in Schedule 3 of the regulations to be obtained for individuals providing the regulated activities at the clinic, however this process had not been followed and all necessary information had not been confirmed before providing services for patients. During this inspection we found that recruitment records were not in place for the two GPs who had been recruited to Omniya Ltd. There was missing recruitment documentation within the staff personnel files and employment checks including employment references and Disclosure and Barring Service (DBS) checks had not been obtained. (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). Our re-inspection on 20 June 2016 found the provider had developed a new comprehensive recruitment policy which satisfied the requirements of Schedule 3. We reviewed the GP personnel file for the GP currently recruited to the clinic and found the provider had obtained all necessary information to satisfy Schedule 3.

There were no processes or systems in place to ensure contractual arrangements between Omniya and individuals recruited to provide the regulated activities were confirmed prior to the services being provided at the time of our inspection on 7 April 2016. We found the 'Professional Services Agreement' contract had been created on 1 March 2016 and prior to this date, the two GPs recruited had been providing the regulated activities for Omniya Ltd without any formal arrangement between both parties. We were informed that one of the GPs had been providing regulated activities within Omniya for a period of approximately 18 months prior to the contract implemented on 1 March 2016. Our re-inspection confirmed a new contract had been developed with explicit information regarding regulated activities to be

performed by GP currently recruited and any future GPs recruited to the clinic. The provider confirmed this new contract would be signed by the GP currently recruited following her return to work.

Our previous inspection found there was no system or process to ensure mandatory training was undertaken by individuals providing the regulated activities at Omniya Ltd. Our re-inspection found the provider had developed and implemented training record logs and induction procedures for all employees of Omniya Ltd.

There was no evidence of safeguarding training for adults or children undertaken by the GPs recruited to Omniya Ltd at our first inspection and therefore there was no assurance the GPs had received the appropriate level of safeguarding training for their role. At our re-inspection we were provided with evidence of safeguarding training certificates for the GP currently recruited for adult and child safeguarding. The GP had been trained to child protection or child safeguarding level 3.

Our previous inspection found there was no evidence of basic life support training (BLS) undertaken by the GPs recruited to Omniya Ltd to take appropriate action in an emergency. There was also no process or system in place to ensure GPs had received this training or for the training to be updated on an annual basis in accordance with national guidelines. Our re-inspection found the provider had obtained evidence of BLS training for the GP currently recruited to Omniya Ltd; however the certificate supplied was dated as being undertaken in 2014. We discussed with the provider the requirement for this training to be undertaken annually and following our inspection this was arranged and completed.

There was no evidence of fire training undertaken by the GPs recruited to Omniya Ltd to take appropriate action in the event of a fire at our first inspection. Our re-inspection found arrangements had been made for all staff to receive fire training and this training was to be incorporated as part of the new employee induction process.

Our previous inspection found there was no process in place to regularly review the fitness of GPs to provide the regulated activities at Omniya Ltd. There was no system in place to perform regular checks of the GPs' registration with the General Medical Council (GMC) and status of their license. There was no system in place to ensure appropriate measures were taken in the event of

Are services effective?

(for example, treatment is effective)

conditions being imposed on a GP's registration with the GMC to practice. There was no system in place for the monitoring of the GP revalidation process to provide assurance the GPs providing the regulated activities for Omniya Ltd have demonstrated they were fit to practice. There was no system in place to review the GPs' annual indemnity insurance. Our inspection found documentation of indemnity insurance for one of the GPs had expired in October 2015 and there was no evidence that this insurance had been renewed despite providing regulated activities from Omniya Ltd until March 2016. At our re-inspection, interviews with the Registered Manager and Business Partner confirmed their plans to check on GP registration status with the GMC every six months. We also saw evidence of a new performance monitoring protocol to ensure GPs fitness to practice was reviewed regularly.

Our first inspection found there was no evidence to provide assurance the GPs providing the regulated activities for Omniya Ltd were up-to-date with the National Institute for Health and Care Excellence (NICE) guidance and safety alerts. There was also no process in place to ensure such guidance had been read, understood and actioned appropriately by the GPs recruited to Omniya Ltd. At our re-inspection, interviews with the Registered Manager and Business partner confirmed plans to institute regular meetings with GPs to ensure performance is monitored. The Registered Manager also informed us there were plans in place to employ a Professor of Endocrinology to provide clinical supervision and support for the GP currently recruited to Omniya Ltd.

Are services well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action?)

Our findings

Governance arrangements

Our previous inspection found there was no process or system in place to ensure GPs providing the regulated activities had read, understood or agreed to comply with Omniya Ltd policies and procedures. Policies had not been made accessible and available to the GPs recruited to

Omniya Ltd. There was also no process or system in place to review and update policies and to ensure the GPs were made aware of any changes to these where appropriate. Our re-inspection found the provider had developed a full complement of essential policies which were version controlled, comprehensive and Omniya Ltd specific. Employees of Omniya Ltd were provided with access to these policies and any new employees would be provided with access as part of their induction.