

# Selden Medical Centre

## Quality 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 service

Good



Are services safe?

Good



# Summary of findings

## Contents

### Summary of this inspection

	Page
Overall summary	2
The five questions we ask and what we found	3

### Detailed findings from this inspection

Our inspection team	4
Why we carried out this inspection	4
Detailed findings	5

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Selden Medical Centre on 01 December 2015. Breaches of legal requirements were found during that inspection within the safe domain. The practice was rated as good overall, requires improvement in the safe domain and good in the effective, caring, responsive and well-led domains. After the comprehensive inspection, the practice sent to us an action plan detailing what they would do to meet the legal requirements. We undertook a focused inspection on 11 October 2016 to check that the provider had followed their action plan and to confirm that they now met legal requirements. The provider was now meeting all requirements and was rated as good overall and good under the safe domain. This report only covers our findings in relation to those requirements.

During the previous inspection on 01 December 2015 we found that the areas where the practice must make improvements were:

- To ensure that all staff receive training appropriate to their roles specifically in relation to the safeguarding of children and vulnerable adults and the Mental Capacity Act.

This report should be read in conjunction with the last report from 01 December 2015. The report from our last comprehensive inspection can be read by selecting the 'all reports' link on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

During this inspection we found that:

- All staff had received training in the safeguarding of children and of vulnerable adults to a level appropriate to their role. Additionally all clinical staff had received training in the Mental Capacity Act 2005.

### **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.

At the last inspection on 01 December 2015 we found that:

- Four members of administrative staff had not received any training in the safeguarding of children and one of those had not received any training in the safeguarding of vulnerable adults. Additionally four clinical members of staff had not had training in the Mental Capacity Act 2005.

On this occasion we found that:

- All staff had received training appropriate to their role in the safeguarding of children and vulnerable adults.
- All clinical staff had received appropriate training in the Mental Capacity Act 2005.

**Good**



# Selden Medical Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

The inspection was carried out by a CQC Inspector.

### Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on

01 December 2015 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Breaches of legal requirements were found. As a result, we undertook a focused inspection on 11 October 2016 to follow up on whether action had been taken to deal with the breaches.

# Are services safe?

## Our findings

### Overview of safety systems and processes

At the inspection on 01 December 2016 we found that most staff had received training in the safeguarding of children and adults to an appropriate level. However four members of administrative staff had not received any training in the safeguarding of children and one of those had not received any training in the safeguarding of vulnerable adults.

Additionally four clinical members of staff had not had training in the Mental Capacity Act 2005.

At this inspection we found that all staff had undertaken training in the safeguarding of children and of vulnerable adults appropriate to their role. The practice have also put in place a suite of online training to enable staff to update their knowledge on a wide range of subjects, including safeguarding of children and vulnerable adults, on a regular basis. We also saw evidence that all clinical staff members had now completed training in the Mental Capacity Act 2005.