

Chelsea Medical Services

Inspection report

45 Rosary Gardens
London
SW7 4NQ
Tel: 02074608573
www.chelseamedicalservices.com

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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		Requires Improvement	
Are services safe?		Requires Improvement	
Are services effective?		Requires Improvement	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

Chelsea Medical Services is a provider registered with CQC. Following a comprehensive inspection on 11 November 2019, we rated the practice inadequate overall and in the key questions of safe, effective and well-led. Responsive was rated requires improvement and caring was rated as good.

At the November 2019 inspection, we found concerns in relation to safeguarding, recruitment, staff training, infection prevention and control, high-risk medicines monitoring, medicine management, storage of patients' records, health & safety monitoring, patient safety alerts and general governance systems. The practice was placed into special measures and issued warning notices for breaches of Regulations 12 and 17 of the Health and Social Care (HSCA) 2008 (Regulated Activities) Regulations 2014.

We carried out an announced desk-top based focused inspection of Chelsea Medical Services on 22 and 29 September 2020 to review compliance with the warning notices issued following the November 2019 inspection. That inspection was unrated.

At the September 2020 inspection, we found the provider had made some improvement in providing **safe** services. In particular, we found the provider had made improvements in their systems and processes in relation to safeguarding, recruitment, infection prevention and control, high-risk medicine monitoring, medicine management, storage of patients' records, health and safety monitoring and compliance with patient safety alerts.

We found the provider had made some improvement in providing **effective** services. In particular, we found the provider had made improvements concerning 'effective staffing', such as oversight of medical staff and monitoring patient outcomes.

We found the provider had made some improvement in providing **well-led** services in relation to good governance and had implemented systems and processes in response to the findings of the previous inspection outlined in the warning notice for Regulation 17 (Good governance).

We found the provider to be compliant with the warning notices issued for breach of regulation 12 and 17.

This report relates to the findings of our comprehensive inspection of the practice, that took place on 30 November 2020. We rated this practice as requires improvement overall. The safe and effective key questions were rated requires improvement; caring, responsive and well-led were rated good. We rated two population groups: families, children and young people and working age people as requires improvement. The remaining population groups: older people, people with long-term conditions, people whose circumstance may make them vulnerable and people experiencing poor mental health (including those with dementia) were rated as good.

Reports of the previous inspections can be found by selecting the 'all reports' link for Chelsea Medical Services on our website at www.cqc.org.uk.

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

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from providers, patients, the public and other organisations

We rated the practice **requires improvement** for providing safe services because:

Overall summary

- The practice did not have clear systems and processes to keep patients safe. In particular, we found three patients prescribed a high-risk medicine without being monitored appropriately.
- We found five patients who were not informed of the side-effect of a medicine they were prescribed.

We rated the practice **requires improvement** for providing effective services because:

- The practice had not met the minimum 90% for all four child immunisation uptake indicators.
- The practice was below the 70% uptake rate for cervical cancer screening.

We rated the practice **good** for providing caring services because:

- The practice had identified 2% of the practice list as carers.
- Results from the GP patient survey showed that the practice was in line with local and national results.
- We observed staff treating patients with kindness and respect. Patients informed us they were involved in decisions about their care.

We rated the practice **good for** providing responsive services because:

- Results from the GP patient survey showed that the practice was in line with the local and national average.
- Patients told us they could access care and treatment in a timely way.

We rated the practice **good** for providing well-led services because:

- Leaders were aware of the challenges and had acted to implement improvement strategies.
- Since the last inspection, the provider improved systems and processes for learning, continuous improvement and innovation.

The areas where the practice **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients

(Please see the specific details on action required at the end of this report).

The areas where the practice **should** make improvements are:

- Improve cancer screening and childhood immunisation achievement rates to bring them in line with the local average and national targets.
- Improve processes for identifying and mitigating risks.
- Undertake an internal patient survey as a tool towards quality improvement.
- Provide information leaflets in languages other than English and in easy read format.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

Details of our findings are set out in the evidence table.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Requires Improvement	
Working age people (including those recently retired and students)	Requires Improvement	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a second CQC inspector and a GP specialist advisor.

Background to Chelsea Medical Services

Chelsea Medical Services is located at 45 Rosary Gardens, Kensington, London, SW7 4NQ. There are good transport links with tube stations and buses and there is a pharmacy nearby. The practice provides NHS services through a Primary Medical Services (PMS) contract to 3100 patients. The practice is part of the West London Clinical Commissioning Group (CCG) and is part of the Kensington and Chelsea South Primary Care Network and Kensington and Chelsea GP Federation.

There are three GP partners who run the service at the practice. The practice employs a clinical team which includes a locum GP, a clinical pharmacist, a healthcare assistant who work a combination of full and part time hours. The administration team is led by a practice manager and includes two receptionists who also work as administrators.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury and maternity and midwifery services.

The practice population is in the seventh most deprived decile in England. Public Health England rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest level of deprivation and level ten the lowest. There is a higher than the national average number of patients between 15 and 44 years of age.

The practice reception is open on Monday between 8.00am-8.00pm, and Tuesday-Friday between:8.00am-6.30pm. Patients may book appointments by telephone, online or in person. When the practice is closed, patients are directed to contact the local out of hours service via NHS 111. This information can be accessed on the practice website.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <p>The systems in place to capture all patients on high-risk medication did not work effectively. We found three patients on a high-risk medicine who had not received appropriate monitoring.</p> <p>The systems in place did not ensure patients were informed of medication risks. We found five patients who were not told about the rare side-effect of a medication they were prescribed.</p> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>