

Just Ears

Inspection report

Room 12, Pure Offices
Port View, One Port Way, Port Solent
Portsmouth
PO6 4TY
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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. At the previous inspection in July 2022 we rated this service as Good. We had previously rated the key question of safe as Requires Improvement in July 2022.

We rated the key question of safe as Good at this inspection.

The following ratings are carried over from previous inspection:

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced focused inspection at Just Ears on 18 July 2023. The inspection was focused on following up on a breach of regulations identified at our previous inspection carried out in July 2022. Following the inspection in 2022 we asked the provider to make improvements regarding:

- Implementing systems to ensure staff have the training and skills required by the organisation to deliver safe care.

Just Ears provides ear wax removal service using microsuction. This is where clinicians use a microscope to view the ear canal and a small suction device to remove the wax.

This service is registered with CQC under the Health and Social Care Act 2008 for the provision of the regulated activity: Treatment of disease, disorder or injury.

One of the Just Ears' directors 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.

Our key findings were:

- The service had implemented systems to record and monitor staff training and development.

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Healthcare

Our inspection team

The inspection was led by a CQC inspector who had access to advice from a specialist advisor.

Background to Just Ears

The registered provider is Southern ENT Limited, and the service is operated from the following address:

Room 12, Pure Offices, Port View, One Port Way, Port Solent, Portsmouth, PO6 4TY

The Just Ears website is <https://www.justears.co.uk/>

The main location at Port Solent is the hub of 15 Just Ears sites in the south east of England, located in an area between Ringwood and Salisbury in the west and Tonbridge in Kent, to the east. All management staff are based at the main location in Port Solent.

Just Ears provides ear wax removal service using microsuction. The service is delivered by trained ear, nose and throat (ENT) practitioners, including consultant surgeons, nurse practitioners and a GP with a specialist interest in ENT. The services are provided privately to adults and children between 12 and 17 years of age. These services are not commissioned by the NHS.

This service is registered with Care Quality Commission (CQC) under the Health and Social Care Act 2008 for the provision of the regulated activity 'treatment of disease, disorder or injury'. The provider had added three new sites and closed three since our last inspection.

One of the Just Ears' directors 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.

The additional sites operated by Just Ears are in the following towns and cities:

Bordon

Badgerswood Surgery
Mill Lane
Headley
Bordon
Hampshire
GU35 8LH

Chichester (temporarily closed at time of inspection)

Southdowns Private Healthcare
The Old Granary
The Street
Boxgrove
Chichester
PO18 0ES

Emsworth

Just Ears Emsworth
Hampshire Health
97 Havant Road
Emsworth
PO10 7LF

Winchester East

Located at Healthshare Clinic
Winchester
Chilcomb Lane
Winchester
SO21 1HU

Gosport

Knott Kinetics,
49 Stoke Rd,
Gosport
PO12 1LS

Guildford

Guildford Just Ears
Guildford Physiotherapy and Sports Clinic
Matthews House
85 Epsom Road, Guildford
Surrey, GU1 3PA

Horndean

Horndean
Horndean Surgery
7-11 London road
Horndean
PO8 0BN

Ringwood

Ringwood Medical Centre
The Close
Ringwood
Hampshire
BH24 1JY

Salisbury

Salisbury Medical Practice,
Fisherton House,
Fountain Way,
Wilton Road,
Salisbury,
Wiltshire,
SP2 7FD

Tonbridge

The Tonbridge Clinic
339 Shipbourne Road
Tonbridge
Kent
TN10 3EU

Winchester North

Friarsgate Surgery
Buttercross Suite
Stockbridge Road
Winchester SO22 6EL

Poole

Just Ears Poole
Total Therapy
Lilliput Surgery
Elms Avenue
Poole
BH14 8EE

Dorchester

The Dorchester Physiotherapy & Sports Injury Clinic
23 Buttermarket
Poundbury
Dorchester
Dorset
DT1 3AZ

Petts Wood

Just Ears Orpington
Petts wood Practice
1a West Way
Petts Wood
Kent

Bursledon

Lowford Clinic
Hamble Lodge
20 Hamble Lane
Bursledon
Southampton
SO31 8BR

The clinics are open at different times Monday to Friday, and the service also offers appointments on Saturday mornings if requested. Patients can view availability and book online for each site or can discuss appointment availability over the phone with administration staff.

How we inspected this service

For this focused inspection we requested documents to be reviewed in advance and carried out interviews and reviewed the service's database remotely. We did not carry out an onsite visit.

We did not speak with patients directly. The provider routinely collected feedback from all patients after their appointments, and shared the results on their website for public viewing.

Are services safe?

We rated safe as Good because:

At the last inspection in July 2022, we rated Safe as Requires Improvement. This was because some staff were not up to date with the safety training required by Just Ears. We found practitioners were not required to complete the level of adult safeguarding training stated in the intercollegiate guidance 'Adult Safeguarding: Roles and Competencies for Health Care Staff (Royal College of Nursing)'. This was a breach of Regulation 18 Staffing. We also found the system used by Just Ears to manage information about staff training, recruitment and appraisals was not fully embedded in practice.

At this inspection, we found the provider had installed an integrated human resources system, designed for healthcare, that provided a platform for planning and monitoring training and for policy document management.

Safety systems and processes

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

- The provider carried 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 and these checks were evidenced on their HR system. 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
- The new HR and document management system had been implemented in January 2023 to replace a previous system. This system showed what training staff in different roles were required to complete, based on the service's own training requirements. These requirements were based on the NHS models and had been updated to reflect the intercollegiate guidance 'Adult Safeguarding: Roles and Competencies for Health Care Staff (Royal College of Nursing)'.
- All practitioners were required to complete level 3 adult safeguarding training and level 1 childrens safeguarding. All staff received up-to-date safeguarding and safety training appropriate to their role.
- There were 5 practioners trained to carry out ear microsuction on children aged 12-18. These staff also completed level 3 childrens safeguarding training so they had an understanding of how to identify and report concerns relating to child abuse.
- The practice manager reviewed staff training regularly and alerted staff when they had modules to complete. Staff were required to be up to date with training in order to be allocated to clinic rotas.
- The system was used to record staff appraisals. All staff who had worked for the service for over a year had received an annual appraisal.
- The provider also monitored professional registration where relevant for staff, and recorded this onto the management system. This was used to help prompt staff to provide evidence of registration when required.