

Stovell House Surgery

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

Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Stovell House Surgery on 15 October 2014. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breaches of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 Cleanliness and infection control.

We undertook this focussed inspection on 22 September 2015 to check that they had followed their plan and to confirm that they now met the legal requirements. This report covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Stovell House Surgery on our website at www.cqc.org.uk.

Overall the practice is rated as Good. Specifically, following the focussed inspection we found the practice to be good for providing safe services.

Our key findings across all the areas we inspected were as follows:

- Systems and processes were in place to keep people safe. The practice had ensured the infection control lead had up to date training to support them to carry out all aspects this role effectively. The practice had ensured a programme of audit of infection control arrangements was in place to ensure that key policies and practices are being implemented appropriately.

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.

Improvements had been made in the practice's systems for infection prevention and control. The practice nurse had received training in infection prevention and control.

Good



Stovell House Surgery

Detailed findings

Why we carried out this inspection

We undertook a focussed desk-based inspection of Stovell House Surgery on 22 September 2015. This is because the service had been identified as not meeting legal requirements and regulations associated with the Health and Social Care Act 2008. Prior to April 2015, the legal requirements the provider needed to meet were the Essential Standards of Quality and Safety. Specifically, a breach of regulation 12 Cleanliness and infection control of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 was identified.

From April 2015, the regulatory requirements the provider needs to meet are called Fundamental Standards and are set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This meant that the new legal requirements the provider needed to meet was in relation to a breach of regulation 12(2)(h) Safe Care and Treatment.

During the comprehensive inspection, we found that patients were at risk of harm because infection prevention

and control systems and processes were not in place to keep them safe. The practice nurse, who was the infection control lead, did not have up to date training to support them to carry out all aspects this role effectively. The practice had also not ensured a programme of audit of infection prevention and control arrangements was in place to ensure that key policies and practices were being implemented appropriately.

This focussed inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 15 October 2014 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe. We inspected the practice against all six of the population groups: older people; people with long-term conditions; families, children and young people; working age people (including those recently retired and students); people whose circumstances make them vulnerable and people experiencing poor mental health (including people with dementia). This was because any changes in the rating for safe would affect the rating for all the population groups we inspected against.

Are services safe?

Our findings

Cleanliness and Infection Control

The practice provided us with evidence that the practice nurse, who was the infection prevention and control (IPC) lead, had undertaken training to support them in all aspects of the role. The training took place on 20 and 21 April 2015.

Following the training, the practice team began undertaking IPC audits.