

Dr Elias and Partners

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

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Dr Elias and Partners on 15 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 06 September 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 15 December 2015 we found that the areas where the practice must make improvements were:

- To ensure that all staff received training in the safeguarding of children and vulnerable adults and also fire safety training.
- To carry out rehearsals of fire safety and evacuation procedures on a regular basis.

- To obtain mercury spillage kits if intending to continue using instruments containing mercury.
- To ensure that maximum and minimum temperatures were recorded daily on all fridges and that action was taken if temperatures were found to be outside the recommended ranges.

This report should be read in conjunction with the last report from 15 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

During this inspection we found that:

- All staff had received vulnerable adult and child safeguarding training to a level appropriate to their role. All staff had received fire safety training.
- A fire safety and evacuation rehearsal had taken place and learning points had been discussed and recorded.
- The practice had purchased mercury spillage kits.
- Maximum and minimum fridge temperatures were recorded daily for all fridges.

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 now rated as good for providing safe services

Good



At the last inspection on 15 December 2015 we found that:

- Not all staff had received training in the safeguarding of children and vulnerable adults or fire safety training.
- Rehearsals of fire safety and evacuation procedures had not been carried out on a regular basis.
- There were mercury containing sphygmomanometers on the premises (equipment used to measure blood pressure manually), but no mercury spillage kits were available.
- One of the fridges (which did not contain vaccines) had not had their maximum and minimum temperatures recorded daily.

At this inspection we found that:

- All staff had received vulnerable adult and child safeguarding training to a level appropriate to their role. All staff had received fire safety training.
- A fire safety and evacuation rehearsal had taken place and learning points had been discussed and recorded.
- The practice had purchased mercury spillage kits.
- Maximum and minimum fridge temperatures were recorded daily for all fridges.

Dr Elias and Partners

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

15 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 06 September 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 of 15 December 2016 the practice were unable to provide evidence that GPs had received specific training in the safeguarding of vulnerable adults. We also found that not all of the nursing staff and health care assistants had received training in the safeguarding of children or vulnerable adults. At this inspection we saw evidence that all staff had now received training in the safeguarding of vulnerable adults and children to the appropriate level for their role.

At the previous inspection we found that one fridge, which did not contain vaccines, had successive maximum temperatures recorded which were slightly above the upper end of the safe range. We also found that the readings were not recorded every day and the aberrant readings had not been reported. At the recent inspection on 06 September 2016, we found that all of the fridges at both the main and branch surgeries had maximum and

minimum temperatures recorded on a daily basis. We also saw there was a protocol in place to inform the lead nurse should any temperatures be recorded that fell outside the accepted range.

Monitoring risks to patients

At the first inspection we found the practice had not carried out regular rehearsals of fire safety and evacuation procedures. We also saw no evidence the GPs had received fire safety training. At this inspection we saw that a rehearsal of fire safety and evacuation procedures had been carried out and minuted. We also found that GPs had all received fire safety training. Learning points from the rehearsal were discussed at a staff meeting, nurses' meeting and GPs' meeting. We also saw that a date had been set for the next rehearsal.

At the inspection on 15 December 2015 we found that the practice had mercury containing sphygmomanometers on the premises (equipment used to measure blood pressure manually), but no mercury spillage kit was available. At this inspection we saw that mercury spillage kits were now available at both the main and branch surgeries.