

Enys Road Surgery

Quality Report

5-7 Enys Road

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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 this practice on 2 December 2014.

Breaches of legal requirements were found during that inspection within the safe domain. After the comprehensive inspection, the practice sent us an action plan detailing what they would do to meet the legal requirements in relation to the following:

- The practice must ensure that all staff are trained in safeguarding of vulnerable adults.
- The practice must ensure staff have appropriate policies and procedures for safeguarding vulnerable adults.
- The practice must ensure criminal record checks are undertaken via the Disclosure and Barring Service for staff trained to provide chaperone services.
- The practice must ensure all remedial works and on-going monitoring recommendations are implemented in order to reduce the risk of exposure of staff and patients to legionella bacteria.

We undertook this focused inspection on 18 August 2015 to check that the provider had implemented their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at www.cqc.org.uk

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

- The practice had ensured that all staff were trained in safeguarding of vulnerable adults and we saw training certificates for staff which confirmed this to be the case. We saw that the practice manager was monitoring time frames for training and had maintained a comprehensive training record for all staff.
- The practice had ensured that staff had appropriate policies and procedures for safeguarding vulnerable adults. We viewed the policies and procedures and staff we spoke with demonstrated an understanding of how these were applied to their practice.
- The practice had ensured criminal record checks were undertaken via the Disclosure and Barring Service for staff trained to provide chaperone services. We viewed risk assessments and DBS records which confirmed this action had been carried out.
- The practice had ensured all remedial works had been carried out and that on-going monitoring recommendations were implemented in order to reduce the risk of exposure of staff and patients to legionella bacteria. We saw that action had been taken to implement a system of monitoring and that the works had been carried out.

Summary of findings

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.

At our last inspection we found that not all staff were trained in safeguarding of vulnerable adults, that staff did not have appropriate policies and procedures for safeguarding vulnerable adults, the practice had not ensured criminal record checks were undertaken for all clinical staff and those trained to provide chaperone services and that the practice had not ensured remedial works and monitoring recommendations had been implemented following a legionella risk assessment.

At this inspection we found all staff were trained in safeguarding of vulnerable adults, that appropriate safeguarding policies and procedures were in place, that all staff trained to provide chaperone services had received criminal record checks and that the practice had taken action to ensure remedial works and monitoring recommendations relating to a legionella risk assessment were carried out.

Good



Enys Road Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead 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

2 December 2014 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 18 August 2015 to follow up on whether action had been taken to deal with the breaches.

Are services safe?

Our findings

Reliable safety systems and processes including safeguarding

At our previous inspection we found that the practice did not have policies and procedures in place for safeguarding vulnerable adults and not all staff had attended training in the safeguarding of vulnerable adults. We also found that not all staff that had been trained to undertake chaperone duties had been subject to a criminal records check via the Disclosure and Barring Service (DBS) and the practice had not undertaken a risk assessment to support this decision.

At this inspection we saw that a safeguarding vulnerable adult's policy had been developed and this included information of the different forms of abuse, indications that abuse may have taken place and the action required in situations where abuse is suspected. The policy included clear instructions for staff on assessing risk, reporting and recording concerns. We viewed training records and certificates that showed all staff within the practice had attended training in safeguarding vulnerable adults.

The practice had implemented a DBS risk assessment for all successful employment applicants. The risk assessment looked at the type of activities an employee would be undertaking and evaluated the level of risk the activities posed in terms of safeguarding. Where the risk was moderate a DBS check would be carried out before the person commenced in post. All staff trained to undertake chaperone duties had been subject to a criminal records check via the DBS.

Cleanliness and infection control

At our previous inspection the practice had identified the risks associated with potential exposure to legionella bacteria which is found in some water systems but had not taken steps to reduce those risks.

At this inspection we saw that the practice had commissioned a further legionella risk assessment. The practice manager and office manager told us they had not been able to satisfactorily commission the remedial works to be carried out by the company who had undertaken the original risk assessments. As a result they had approached a second company who had carried out a further risk assessment and identified action to be taken. The risk assessment was received by the practice at the end of July 2015 and we saw that recommended action to reduce the risk of legionella included chlorination of the cold water tanks, fitting thermostats to hot water cylinders and flushing of infrequently used outlets. We saw that a date had been set for the required remedial works to be undertaken by the end of August 2015. Other action taken by the practice included the implementation of regular flushing of unused outlets and the office manager had undertaken an online training course in legionella to increase understanding and awareness.

Staffing and recruitment

At our previous inspection we noted that nursing staff employed prior to 2013 had not been subject to a criminal records check and the practice had not undertaken a risk assessment to support this decision.

At this inspection we examined the records of all clinical staff and saw that all GPs and nursing staff had been subject to a criminal records check via the Disclosure and Barring Service.