

# Thurmaston Health Clinic

## Inspection report

573a Melton Road, Thurmaston  
Leicester  
LE4 8EA  
Tel: 08004880909  
[www.thewomenshealth.clinic](http://www.thewomenshealth.clinic)

Date of inspection visit: 18 October 2021  
Date of publication: 21/10/2021

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

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an announced follow-up inspection at Thurmaston Health Clinic on 18 October 2021 to review compliance with a warning notice which was served at our previous inspection on 19 July 2021.

In July 2021, the service was rated as inadequate overall and also in the key questions of safe and well-led. Effective was rated as requires improvement and caring and responsive was rated as good.

This follow-up inspection on 18 October 2021 was to review compliance with the warning notice which was issued in relation to regulation 17 (good governance) which had to be met by 15 September 2021 but the inspection was not rated. The ratings from July 2021 therefore still apply and will be reviewed at a further inspection to take place within six months of the original inspection publication date.

The full reports for previous inspections can be found by selecting the 'all reports' link for Thurmaston Health Clinic on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We found that these breaches of regulation 17 had been met at this inspection in October 2021.

Thurmaston Health Clinic offers private clinic services specialising in Women's Health and Wellbeing including treatment of menopause and vaginal rejuvenation.

This service is registered with the Care Quality Commission (CQC) under the Health and Social Care Act 2008 in respect of some, but not all, of the services it provides. There are some exemptions from regulation by CQC which relate to particular types of regulated activities and services and these are set out in Schedule 1 and Schedule 2 of The Health and Social

Care Act 2008 (Regulated Activities) Regulations 2014. Thurmaston Health Clinic provides a range of non-surgical cosmetic interventions, for example cosmetic injectables, which are not within CQC scope of registration.

The service has a registered manager who is a person 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.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider to be submitted electronically
- A site visit.

## Our key findings were:

# Overall summary

- We found that actions had been taken to address the areas of concern set out in the warning notice which had been issued for a breach in regulation 17 (good governance).
- A new management structure had been implemented for oversight and governance within the service.
- Policies and procedures were tailored to the service.
- There was an electronic comprehensive system for oversight of all clinics in place including premises and equipment checks.
- There was a system for oversight of recruitment checks and staff training.
- Emergency medicines were kept at all clinics and there were systems to ensure they were in date and appropriate to the service.

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

- Continue to embed systems which have been implemented to improve the governance of the service.

**Dr Rosie Benneyworth BM BS BMedSci MRCGP**

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Thurmaston Health Clinic

Thurmaston Health Clinic is registered with the Care Quality Commission (CQC) based at 573a Melton Road, Thurmaston, Leicester, LE4 8EA. The service is registered with the CQC under The Health and Social Care Act 2008 for diagnostic and screening procedures, treatment of disease, disorder or injury and family planning.

The service also has satellite clinics at other sites including:

- Exeter, Holmedale Health, The Consulting Rooms, 34 Denmark Road, Exeter, EX1 1SE
- Manchester, 61a King Street, Manchester, M2 4PD
- Leeds, 93 Water Lane, Leeds, LS11 5QN
- Shrewsbury, Summerfield House, Building 1 Charlesworth Court, Knights Way, Battlefield Enterprise Park, Shrewsbury, SY1 3AB
- Harley Street, 10, Harley Street, London W1G 9PF
- Canary Wharf, Ground Floor, Devere Building, 1 Westferry Circus, London, E14 4HA
- Brighton, Brighton Health & Well Being Centre, 18-19 Western Road, Hove, BN3 1AE
- Bristol, Unit 7b Aztec Centre, Aztec West, Bristol, BS32 4TD

Thurmaston Health Clinic provides private appointments to patients over the age of 18. The service offers a range of treatments for women's health concerns such as treatment for menopause, sexual health, contraception, family planning, cervical smears and vaginal rejuvenation using lasers.

The service has a website: [www.thewomenshealth.clinic](http://www.thewomenshealth.clinic)

Clinics are reportedly open between 9am and 6pm however are by appointment only.

# Are services well-led?

## Governance arrangements

- The service had implemented a number of structures, processes and systems to support good governance.
- A new management structure had been introduced within the service. There were clearly set out responsibilities to show the changes which had been implemented.
- The management had reviewed and updated their policies to include relevant and up to date procedures within the service to ensure safety across the sites. There were systems to ensure the policies were updated and reviewed in a timely manner.

## Managing risks, issues and performance

- The service had an electronic system to identify and monitor risks to the service including premises and training requirements.
- It was clear who was responsible for areas of risk and the service had systems to ensure risks were monitored. For example, there was an electronic record for each satellite clinic within the service which contained records of completed premises checks such as electrical safety, PAT testing and health and safety risk assessments. The management could easily monitor what was due to be reviewed.
- The management had a system for monitoring and reviewing staff training. The service had identified what mandatory training was required for staff and also had a number of desired learning for staff to do. There were clear deadlines of when training had to be completed by staff.
- The service had implemented comprehensive monthly checks for each clinic which included infection prevention and control areas. The service had plans to review cleaning schedules and infection control audits completed by their hosting site for assurance.
- The service had reviewed its access to emergency medicines and had implemented supplies of emergency medicine supplies at each of its clinics. Emergency medicines had been risk assessed to ensure that the appropriate medicines were available which included keeping atropine in all clinics. There was a system to review the usage and expiry date of these emergency medicines and each month the clinic lead reported this to managers.

## Appropriate and accurate information

- The service provided a full list of staff involved in the service. There were appropriate recruitment checks for staff.
- The service sent us a number of documents prior to the site visit to review. The systems we reviewed were comprehensive and organised to ensure documents could be easily found by all staff.