

# Aspen Centre

## Quality Report

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Date of inspection visit: 9 November 2016

Date of publication: 23/11/2016

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 London Medical Practice on 24 May 2016. We found that the practice had breached a regulation relating to the safe delivery of services. The practice was rated as requires improvement for safe and good for effective, caring, responsive and well led. Overall the practice was rated as good.

The practice required improvement for the provision of safe services to ensure that the risks associated with assessing, monitoring and improving the quality of services were in place. Specifically we found the registered person did not have thorough recruitment procedures, including undertaking appropriate pre-employment checks to ensure persons employed for the purposes of carrying out regulated activity were of good character. Curriculum vitae's (CVs) and reference checks had not been completed for all staff.

Following the inspection the provider sent us an action plan detailing how they would improve their recruitment process to ensure that they reflected national guidelines.

We carried out a desktop inspection of London Medical Practice on 9 November 2016 to ensure these changes had been implemented and the service was meeting the regulations previously breached. For this reason we have only rated the location for the key question to which this

related. This report should be read in conjunction with the full inspection report from 24 May 2016. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for London Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We found the practice had made improvements since our last inspection on 24 May 2016 and they were meeting the regulations that had previously been breached.

Specifically the practice was operating safe systems in relation to recruitment processes. This included:

- The practice had reviewed their systems for ensuring that two references were always received. The practice had amended the staff induction checklist to include a tick box for references requested and references obtained.
- The induction programme and recruitment policy were available on all practice computers to ensure that they were easily available for all staff members.
- The induction programme and recruitment policy were discussed at a practice meeting and minuted for all team members' awareness.

We have changed the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services.

# 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 was rated as requires improvement for providing safe services in May 2016 and was re-rated as part of this inspection.

Our last inspection in May 2016 identified concerns relating to recruitment procedures including undertaking appropriate pre-employment checks to ensure persons employed for the purposes of carrying out regulated activity are of good character. Curriculum vitae's (CVs) and reference checks had not been completed for all staff. During the inspection in November 2016 we saw that the concerns had been addressed and now reflected national guidelines:

- The practice had reviewed their systems for checking that persons employed were of good character and implemented new processes. The practice had requested and received references for staff that were not previously received during our inspection. CVs had also been requested and placed in personnel files where these were found to be missing.
- The practice had amended the staff induction checklist to include a tick box for references requested and references obtained.
- The induction programme and recruitment policy were available on all practice computers to ensure that they were easily available for all staff members.
- The induction programme and recruitment policy were discussed at a practice meeting and minuted for all team members' awareness.

**Good**



# Summary of findings

# Aspen Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

This desktop inspection was undertaken by a CQC inspector.

### Why we carried out this inspection

We undertook an announced focused desktop inspection of London Medical Practice on 9 November 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 24 May 2016 had been made. We asked the provider to send a report of the changes they would make to comply with the regulation they were not

meeting. We inspected the practice against one of the five questions we ask about services: is the service safe, to make sure the necessary changes have been made. We found that the provider was now meeting the fundamental standards included within this report.

### How we carried out this inspection

We did not revisit London Medical Practice as part of this inspection because the practice was able to demonstrate compliance without the need for a visit. We reviewed information given to us by the practice, a detailed action plan, minutes of a practice meeting which discussed the improvements, amended induction programme, copies of references and curriculum vitae's (CVs) that were not present on the day of our inspection.

# Are services safe?

## Our findings

### Overview of safety systems and processes

When we visited the practice on 24 May 2016 we found that the practice recruitment arrangements did not always include all necessary employment checks for all staff, for example some personnel

files did not contain all documentation as set out in the practice recruitment policy and schedule three of the Health and Social Care Act 2008 such as curriculum vitae's (CVs) and two references per staff member. This was found to have breached regulation 19, fit and proper persons employed, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Following publication of our inspection report the practice told us in their action plan how they would address the areas identified and provided evidence of the following improvements that had been made:

- The practice had reviewed their systems for checking that persons employed were of good character and

implemented new processes. The practice had requested and received references for staff that were not previously received during our inspection. CVs had also been requested and placed on personnel files where these were found to be missing. The practice submitted copies of these.

- The practice had amended the staff induction checklist to include a tick box for references requested and references obtained. A copy had been submitted as evidence.
- The induction programme and recruitment policy were available on all practice computers to ensure that they were easily available for all staff members.
- The induction programme and recruitment policy were discussed at a practice meeting and minuted for all team members' awareness. A copy of the practice meeting minutes were submitted as evidence.

All of the above actions had ensured that London Medical Practice was operating with safe systems in place.