

# Lakeside Healthcare at Rushden

## Inspection 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 location

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



# Overall summary

We carried out an announced comprehensive inspection at Lakeside Healthcare at Rushden, formally known as Rushden Medical Centre on 29 November 2018 as part of our inspection programme.

Our judgement of the quality of care at this service is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information from the provider, patients, the public and other organisations.

## **I have rated this practice as requires improvement overall.**

This means that:

- People were protected from avoidable harm and abuse and that legal requirements were met.
- The prescribing of high risk medicines, warfarin and Ace inhibitors did not keep people safe.
- Patients had good outcomes because they received effective care and treatment that met their needs.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- People's needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice did not always promote the delivery of high quality person-centred care.

We rated the practice as **requires improvement** for providing safe and well led services because:

- The practice did not always act on appropriate and accurate information.

We identified an area of outstanding practice:

- Lakeside Healthcare Partnership, as a provider, had their own designated safeguarding team who were employed within the partnership from Monday to Friday to cover all aspects of the safeguarding processes to protect both children and adults. The team covered all aspects

of the safeguarding role with a view that this increased staff's knowledge of at risk patients and ensured a level of continuity. The members of the team were easily contactable during working hours via telephone or the task system on the clinical record system. Staff told us, and we found evidence, that as dealing with safeguarding concerns was the only role of the dedicated team that this enabled them to produce much more detailed safeguarding referrals and child protection reports.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

In addition, the provider **should**:

- Review the safeguarding process to ensure all staff have sight of safeguarding indicators on the clinical system.
- Review the system for recording and documenting actions in respect of significant events and complaints to ensure that actions and learning is clear.
- Review the staff training requirements for health care assistants.
- Take steps to ensure that older MHRA alerts are re-visited and reviewed.
- Review the availability of extended hours appointments.
- Review the process to improve the identification and recording of carers.
- Review their QOF reporting process to ensure that exceptions are appropriate.

## **Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor, a practice nurse specialist advisor and a practice manager specialist advisor.

## Background to Lakeside Healthcare at Rushden

Lakeside Healthcare at Rushden, formally known as Rushden Medical Centre is located at Adnotts Road, Rushden, NN10 9TR and consists of a single site with good car parking facilities and level access. The surgery is one of eight locations of Lakeside Healthcare Partnership, a partnership of GPs and others which provides primary medical services to approximately 165,000 patients across Northamptonshire, Lincolnshire and Cambridgeshire.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures, family planning and treatment of disease, disorder or injury.

Lakeside Healthcare at Rushden is situated within the NHS Nene Clinical Commissioning Group (CCG) and provides services 11,108 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. It is not a dispensing practice. There is a community pharmacy located in the same building as the practice.

The practice has five partner GPs, a long-term GP locum, a nurse practitioner, four practice nurses and one health care assistant. They are supported by a team of receptionists, administration staff and management.

Patient demographics reflect the national picture and life expectancy is very similar to national averages. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The surgery is open between 8.30am and 6.30pm Monday to Friday. Appointments are also available on two Saturday mornings per month. There are no extended hours appointments available outside of those hours.

Out-of-hours GP services are accessed by calling the NHS 111 service.

This section is primarily information for the provider

## Enforcement actions

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance  <b>a Warning Notice to become complaint with Regulation 17, section(1), of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. .</b>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	