

L&T Patient Transport Services

# L&T Transport Services Wokingham

## Quality Report

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This report describes our judgement of the quality of care at this provider. It is based on a combination of what we found when we inspected, other information known to CQC and information given to us from patients, the public and other organisations.

# Summary of findings

## Letter from the Chief Inspector of Hospitals

L&T Transport Services Wokingham is an independent ambulance service. The service provides a patient transport service.

We inspected this service using our comprehensive inspection methodology. We carried out the announced part of the inspection on 29 March 2018.

To get to the heart of patients' experiences of care and treatment, we ask the same five questions of all services: are they safe, effective, caring, responsive to people's needs, and well-led?

Throughout the inspection, we took account of what people told us and how the provider understood and complied with the Mental Capacity Act 2005.

The main service provided by this service was patient transport services.

### Services we do not rate

We regulate independent ambulance services but at the time of the inspection we did not have a legal duty to rate them. We highlight good practice and issues that service providers need to improve and take regulatory action as necessary.

We found the following areas that required improvement

- Staff mandatory training records were not up-to-date.
- Staff files were not up-to-date and contained information not relating to their role.
- Not all staff had appropriate Disclosure and Barring Service checks.
- There were limited systems in place to monitor the quality and safety of the service provided.
- Checklists and supporting documentation were not accurately completed, according to instructions on forms and the service's policies and procedures.
- The service's driving policy did not include information relating to driving offences and how this related to staff driving company vehicles.

However, we also found the following good practices

- The service's only vehicle was in good condition, well maintained visibly clean and tidy.
- Staff consistently completed and recorded essential daily checks on the service vehicle.
- The service had a clear purpose and identification including staff uniforms.
- The staff planned journeys considering patients' safety using information at the time of booking.
- Patient booking records were held securely and included appropriate information.
- Staff levels were sufficient to meet the needs of the patient.
- Staff understood the principles of the Mental Capacity Act (2005) and its relevance to their service.
- The service had a duty of candour policy.

# Summary of findings

Following this inspection, we told the provider that they must take some actions to comply with the regulations and that they should make other improvements, even though a regulation had not been breached, to help the service improve. We also issued the provider with one requirement notice that affected patient transport service. Details are at the end of the report.

## **Amanda Stanford**

Deputy Chief Inspector of Hospitals (area of responsibility), on behalf of the Chief Inspector of Hospitals

# Summary of findings

## Our judgements about each of the main services

Service	Rating	Why have we given this rating?
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# L&T Transport Services Wokingham

## Detailed findings

### Services we looked at

Patient transport services (PTS)

# Detailed findings

## Contents

### Detailed findings from this inspection

	Page
Background to L&T Transport Services Wokingham	6
Our inspection team	6
How we carried out this inspection	6
Facts and data about L&T Transport Services Wokingham	7
Action we have told the provider to take	9

## Background to L&T Transport Services Wokingham

L&T Transport Services Wokingham is operated by L&T Patient Transport Services Ltd. The service opened in July 2017. It is an independent ambulance service in Wokingham providing patient transport services. The service primarily serves the community of Berkshire. The service did not work with formal contractual or service level agreements. The service worked on an ad hoc basis for local authorities or NHS transfers. The service mainly transported mental health patients but would also transport patients with physical health problems, patients with learning disabilities and patients living with dementia. The service did not transport patients under 18 years of age.

The service has had a registered manager in post since July 2017. A registered manager is a person who has registered with the Care Quality Commission (CQC) to manage a service. Like registered providers, they are 'registered persons'. Registered persons have a legal responsibility for meeting the requirements of the Health and Social Care Act 2008 and associated regulations about how a service is managed.

## Our inspection team

The team that inspected the service comprised a CQC lead inspector, a second CQC inspector, and a specialist

advisor who had experience and knowledge of emergency ambulance services and non-emergency patient transport services. The inspection team was overseen by Mary Cridge, Head of Hospital Inspection.

## How we carried out this inspection

At the time of our inspection the service was registered to provide the following regulated activities:

- Patient Transport Service.

During the inspection, we visited the registered location in Wokingham. We inspected the one vehicle the service had. The service employed two members of staff, the registered manager, who was a registered mental health

nurse, and an administrator, both of whom we spoke with during the inspection. The service also had access to two further members of staff: a registered mental health nurse and a healthcare assistant, who were self-employed and contracted to work when required for specific jobs. We were unable to speak with patients or relatives during our inspection as there were no patients transported on the day of our inspection.

# Detailed findings

Prior to the inspection we were sent information by the provider, which included policies and procedures relating to the management of the service.

## Facts and data about L&T Transport Services Wokingham

There were no special reviews or investigations of the service ongoing by the CQC at any time during the 12 months before this inspection. This was the service's first inspection since registration with CQC.

Activity (July 2017 to March 2018)

- In the reporting period July 2017 to March 2018 there were 68 patient transport journeys undertaken.

Track record on safety

- There had been no never events.
- There had been no incidents that resulted in harm.
- There had been no complaints.

# Outstanding practice and areas for improvement

## Areas for improvement

### Action the hospital **MUST** take to improve

- All staff must have Disclosure and Barring Service checks relating to the service.
- The provider must keep staff records up-to-date and files only contain the relevant information required for working for the provider.
- The provider must have up-to-date mandatory training records for each staff member and detail when training was completed and the renewal date.

### Action the hospital **SHOULD** take to improve

- The provider should have effective governance processes including the gathering of service risks and the mitigating actions are in place.

- The provider should accurately complete all documentation used in the service, according to instructions on forms and the service's policies and procedures.
- The provider should consider including in the driving policy information on driving offences and how this relates to staff driving company vehicles.
- The provider should clean and document that the vehicle had been cleaned between patients.
- The provider should consider conducting infection control audits.



This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the fundamental standards that were not being met. The provider must send CQC a report that says what action they are going to take to meet these fundamental standards.

Regulated activity	Regulation
Transport services, triage and medical advice provided remotely	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met:</b></p> <p>Disclosure and Barring Service checks were not completed for all staff.</p> <p>Staff records were not organised in way that ensured the qualifications and competencies of staff.</p> <p>Staff mandatory training records were not individualised for each member of staff.</p>