

Vaccination UK Limited

Inspection report

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Hitchin
SG5 1DJ
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Date of inspection visit: NA
Date of publication: 28/09/2022

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

Good



Are services well-led?

Good



Overall summary

This service is rated as Good overall. (Previous inspection 19 May 2021 – Good)

The key question is rated as:

Are services well-led? – Good

We carried out an announced comprehensive inspection at Vaccination UK Limited on 9 March 2018. We found that this service was not providing safe and well-led care in accordance with regulations. Requirement notices were served in relation to breaches identified under Regulation 12 Safe care and treatment, Regulation 17 Good governance and Regulation 18 Staffing. We carried out an announced focused inspection on 20 November 2018 to follow up on the areas identified in the previous requirement notices and found they had been resolved.

As part of our inspection programme, we carried out an announced comprehensive inspection at Vaccination UK Limited on 9 October 2019. We found that this service was not providing well-led care in accordance with the relevant regulation. A requirement notice was served in relation to breaches identified under Regulation 17 Good governance. We told the provider they must establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

We carried out an announced focused desk based review of Vaccination UK Limited on 19 May 2021 to follow up on breaches of regulation. We found that this service was not providing well-led care in accordance with the relevant regulation. A requirement notice was served in relation to breaches identified under Regulation 17 Good governance. We told the provider they must establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The comprehensive report on the March 2018 inspection, the focused report on the November 2018 inspection, the comprehensive report on the October 2019 inspection and the focused report on the May 2021 inspection can be found by selecting the 'all reports' link for Vaccination UK Limited on our website at www.cqc.org.uk.

This inspection was announced focused desk based review of Vaccination UK Limited on 22 August 2022 to follow up on breaches of regulation.

Vaccination UK Limited is a private clinic providing travel health advice, travel and non-travel vaccines, and medicines for travel, such as anti-malarial medicines, to both children and adults. The clinic also offers blood tests to check a person's immunity to illnesses associated with travel. In addition, the clinic holds a licence to administer yellow fever vaccines.

Vaccination UK Limited is also commissioned to the NHS in the provision of child immunisation services.

This location is registered with Care Quality Commission (CQC) in respect of the provision of advice or treatment by, or under the supervision of, a medical practitioner, including the prescribing of medicines for the purposes of travel health.

The clinic is registered with the CQC under the Health and Social Care Act 2008 to provide the following regulated activities:

- diagnostic and screening procedures
- treatment of disease, disorder or injury.

Overall summary

The provider has a registered manager in place. A registered manager is a person who is registered with the CQC 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.

Our key findings were:

- There was a clear leadership structure and the service had policies and procedures to govern activity.
- Leaders were knowledgeable about issues and priorities relating to the quality and future of services. They understood the challenges, had identified areas which required strengthening and were addressing them.
- Governance arrangements had been improved and governance structures, systems and processes were effective in enabling the provider to identify, assess and mitigate risks to clients, staff and others.

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

The inspection was led by a CQC inspector who had access to advice from a specialist advisor.

Background to Vaccination UK Limited

Vaccination UK Limited was established in the UK in 2007 and provides travel clinic services from their head office located at 5 Portmill Lane, Hitchin, Hertfordshire, SG5 1DJ. The telephone number is 01462 459595. The website addresses are www.travelvaccination.co.uk and www.schoolvaccination.uk.

The travel clinic offers the following services:

- travel vaccinations
- immunisations, including childhood vaccinations in schools and flu jabs in various workplaces
- private medical consultations
- medical screening examinations and assessments
- Practice nurse duties including ear syringing, blood taking (venepuncture) and cervical screening, sexual health and covid-19 screening for asymptomatic patients.

The provider also operates three other clinics. These are located at:

- Axis BMC Travel Clinic, Evegat Business Park, Station Road, Smeeth, Ashford, Kent TN25 6SX
- Winchester Travel Clinic, 1 Stockbridge Road, Hampshire, SO22 6RN
- Southampton Travel Clinic, 79 Bedford Place. Southampton. SO15 2DF.

Appointments with a travel nurse are available between:

- 2pm and 6pm on Mondays
- 8.15am and 2pm on Tuesdays
- 9am and 1pm on Wednesdays
- 10am and 7pm on Thursdays
- 9am and 1pm on Fridays.

Appointments with a nurse are also available between 11am and 2pm on one Saturday each month.

Appointments with a doctor are available between:

- 1pm and 3pm on three Wednesdays a month
- 9am and 11am on one Saturday a month.

Vaccination UK Limited has been commissioned to provide the NHS school aged vaccination programme in Dudley, Walsall, Wolverhampton, Sandwell, Worcestershire, Herefordshire and 10 London Boroughs (seven in North East London, two in North Central London and one in the City of London). The service provides BCG clinics in East London (BCG is a vaccine primarily used against tuberculosis) and has also been sub-contracted by Hertfordshire Community NHS Trust to deliver the flu vaccination programme in all schools across Hertfordshire.

From September 2021, Vaccination UK Limited has been working with Hertfordshire NHS Community Trust to deliver the school aged influenza programme across Peterborough, Cambridgeshire and East of England.

Are services well-led?

We have rated well-led as Good because:

During our previous inspection in May 2021 we found:

The systems or processes that enabled the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk had not been effective in all areas. In particular:

- Not all clinical and non-clinical staff members had an up-to-date record of their immunity status.
- Records showed gaps in appraisals for both clinical and non-clinical staff members.

During this inspection, we found governance arrangements had been improved and governance structures, systems and processes were effective in enabling the provider to identify, assess and mitigate risks.

Leadership capacity and capability

Leaders had the capacity and skills to deliver high-quality, sustainable care.

- Leaders were knowledgeable about issues and priorities relating to the quality and future of services. They understood the challenges, had identified areas which required strengthening and had taken steps to address these areas.
- The provider had effective processes to develop leadership capacity and skills.
- The service monitored progress against delivery of the strategy.

Governance arrangements

There were clear responsibilities, roles and systems of accountability to support good governance and management.

- Structures, processes and systems to support good governance and management were in place and the service had made improvements to their systems and processes following our previous inspection.
- Staff were clear on their roles and accountabilities
- Leaders had established proper policies, procedures and activities to ensure safety and assured themselves that they were operating as intended.
- A recruitment manager had joined the service in February 2022 and a new recruitment system was now in place. The service had centralised all employment and recruitment checks and record keeping and this enabled the service to effectively monitor and manage staff employment checks, including staff immunisation records and Disclosure and Barring Service (DBS) checks. DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.
- The service had recruited a new Head of Human Resources (HR) who joined the service in May 2022. We saw improvements in the record keeping and staffing management systems and processes.
- The service had invested in their HR department and the team consisted of a HR manager, a HR advisor and a HR administrator. The service was planning on recruiting additional HR staff members. The service also used an external HR company for more complex or sensitive situations.
- A new performance management and online learning platform had been set up and the service was in the process of uploading data onto the new system. Training on using the new system was planned for managers and staff between November and December 2022 with the new system due to be fully in use by January 2023. Staff told us that this new

Are services well-led?

system would integrate and centralise all aspects of employee management, such as staff absences and holidays and recruitment processes. The system would also send automated reminders to staff, for example to do training, appraisals and professional revalidation. We were told that relevant staff would be able to run reports and monitor progress against the organisation's policies and targets.

Managing risks, issues and performance

There were clear processes for managing risks, issues and performance.

- There was an effective process to identify, understand, monitor and address current and future risks including risks to patient safety.
- The service had processes in place to manage current and future performance and were focused on making improvements where required.
- For all staff members, the provider had either got employment references or had carried out a risk assessment to ensure staffs' suitability for their roles and to protect people using the service from harm.
- The service had introduced a programme of in-person training days to ensure all staff completed mandatory training on a regular basis. The service held clear and accurate records and used this information to identify individual training needs.
- The service had completed 14 training days to date across a number of locations for staff teams to attend. The service told us feedback from staff had been positive.
- Additional in-person training sessions and updates were also being planned for clinical staff. These were to include topics such as immunisation techniques, infection prevention and control, consent and information governance.
- Line managers complete staff appraisals in their individual teams and set the objectives with the staff member. The service had improved their systems and processes and the documents we viewed, showed staff were receiving appraisals on a regular basis.
- Following our previous inspection, the practice had taken steps to ensure all staff members had access to the organisation's occupational health department.
- All new staff members were required to provide evidence in relation to their immunisation status. Staff were offered in house vaccinations or signposted to their GP. All new staff were unable to commence work until they had been signed off as fit to work by the organisation's occupational health department.
- From the sample of records we looked at, we found the service had an effective system in place to ensure all staff had received the required vaccinations relevant to their role or had a risk assessment in place.