

FBA Medical Limited

Regent Street Clinic - Leicester

Inspection report

108 Regent Road
Leicester
Leicestershire
LE1 7LT
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Website: www.regentstreetclinic.co.uk

Date of inspection visit: 12 January 2017
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Ratings

Overall rating for this service

Are services safe?

Overall summary

We carried out an announced desk based follow up inspection on 12 January 2017 to follow up concerns we found at Regent Street Clinic Leicester on 2 March 2016.

Our findings were:

Are services safe?

We found that this service was providing safe care in accordance with the relevant regulations.

Background

We carried out a desk based inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

Regent Street Clinic Leicester is an independent provider of GP services owned by FBA Medical Ltd and also offers a range of specialist services and treatments such as facial aesthetics, travel vaccinations, sexual health screening and occupational health services to people on both a walk-in and pre-bookable appointment basis. The clinic is based close to the city centre of Leicester. It is an accredited yellow fever centre which is registered with NATHNaC (National Travel Health Network and Centre). The practice is also registered with the British College of Aesthetics Medicine (BCAM).

The provider which is FBA Medical Limited is registered with the Care Quality Commission to provider services at Regent Street Clinic Leicester, 108 Regent Road, Leicester, Leicestershire, LE1 7LT which is a four storey grade II listed property. FBA Medical also provide services at other locations in Nottingham, Leeds, Sheffield and Derby The property consists of a patient waiting room and reception

Summary of findings

area on the ground floor and consulting rooms which are located on the first and second floor of the property. There is a private car park available for patients with a separate entrance for disabled access.

The practice does not hold a list of registered patients and offers services to patients who reside in Leicester and surrounding areas but also to patients who live in other areas of England who require their services. The practice has a high number of patients who are overseas visitors from foreign countries who require medical assistance whilst visiting the UK and also students and international students of local Universities within Leicester who require GP services whilst residing within Leicester.

The practice manager is the registered manager. A registered manager is a person who is 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.

This practice is a member of the Independent Doctors Federation (IDF). The IDF is a designated body with its own Responsible Officer.

The practice employs one lead GP, one practice manager who is also the registered manager, one office manager and a team of reception staff.

The practice is open from 9am-6pm Monday to Friday. Extended opening hours are available on a Thursday evening until 8pm. The practice is open on a Saturday from 2pm until 5pm. The practice does not provide mobile services or home visits.

The practice is not required to offer an out-of-hours service. However, the practice offers a home visiting and hospital admission service which is available 24 hours a day, full details of this services is advertised on the practice website.

Our key findings were:

Our key findings across the areas we inspected were as follows:

- Risks to patients were assessed and well managed. The practice had carried out a risk assessment regarding legionella.
- There was a process in place to check and record vaccination fridge temperatures on a daily basis. There was a cold chain policy in place which had been reviewed in May 2016. (cold chain is the maintenance of refrigerated temperatures for vaccines).

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services safe?

We found that this service was providing safe care in accordance with the relevant regulations.

We carried out an announced desk based follow up inspection on 12 January 2017 to follow up concerns we found at Regent Street Clinic Leicester on 2 March 2016.

Our key findings across the areas we inspected were as follows:

- Risks to patients were assessed and well managed. The practice had carried out a risk assessment regarding legionella.
- There was a process in place to check and record vaccination fridge temperatures on a daily basis. There was a cold chain policy in place which had been reviewed in May 2016. (cold chain is the maintenance of refrigerated temperatures for vaccines). Vaccination fridges were calibrated on a regular basis by an external specialist.

Regent Street Clinic – Leicester

Detailed findings

Background to this inspection

The inspection was carried out on 12 January 2017 by a CQC Lead Inspector.

Before carrying out this inspection, we requested information from the practice to demonstrate the actions they had taken as a result of our inspection on 2 March 2016. This included:

- A copy of the legionella risk assessment and policy.

- A copy of the vaccine storage policy.
- Evidence of hot and cold water temperature check records carried out prior to our desk based review.
- Evidence of a contract or agreement implemented for the calibration of vaccination fridges.
- Any other supporting evidence the practice wish to provide in relation to legionella and cold chain management.

We then reviewed this information during a desk based follow up inspection on 12 January 2017

Are services safe?

Our findings

Following an announced comprehensive inspection on 2 March 2016, we found that this service was not providing safe care in accordance with the relevant regulations.

At the time of our inspection, we found that the practice had not carried out a risk assessment to monitor legionella. We also found that the practice did not have appropriate arrangements in place for the storage of vaccinations and immunisations.

Following our announced inspection, the practice confirmed they had completed a legionella risk assessment

by a competent person. (Legionella is a term for a particular bacterium which can contaminate water systems in buildings). We received evidence a legionella site visit report which confirmed that a risk assessment had been carried out in June 2016, a legionella policy which was reviewed in May 2016, vaccine storage policy which had been reviewed in May 2016 and confirmation of a contract being agreed for calibration of fridges with an external specialist.

We received written confirmation that the practice had purchased independent thermometers to ensure there was a process in place to cross check the temperature of the vaccination fridge.