

Berkshire Health Limited

Berkshire Health Craven Road

Inspection report

23 Craven Road

Reading

Berkshire

RG1 5LE

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Overall summary

We carried out an announced comprehensive inspection at Berkshire Health Craven Road on 18 October 2017. The full comprehensive report on the October 2017 inspection can be found by selecting the 'all reports' link for Berkshire Health Craven Road on our website at www.cqc.org.uk.

Berkshire Health Craven Road operates under the name of The Forbury Clinic.

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

This inspection was an announced focused inspection carried out on 1 May 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 18 October 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

CQC inspected the service on 17 October 2017 and asked the provider to make improvements regarding the lack of a system for monitoring medicine and safety alerts and a lack of risk assessments relating to the accessibility of the emergency medicines and equipment. We checked these areas as part of this focused inspection and found these had been resolved.

The service has a 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.

Our key findings were:

- Arrangements for actioning medicine and safety alerts kept patients safe.
- The contents and accessibility of the emergency medicines and equipment had been assessed and actions undertaken to improve this.

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.

- Arrangements for actioning medicine and safety alerts kept patients safe.
- The contents and accessibility of the emergency medicines and equipment had been assessed and actions undertaken to improve this.

Berkshire Health Craven Road

Detailed findings

Background to this inspection

Background to Berkshire Health Craven Road known as The Forbury Clinic.

The Forbury Clinic was founded in 2011 and has two sites, 'The Forbury Clinic - Kendrick Road' and 'The Forbury Clinic - Craven Road' both situated close to the centre of Reading, Berkshire. This inspection was of The Forbury Clinic – Craven Road. As The Forbury Clinic has grown, its specialties' covered have expanded to include Urology, Spinal Surgery, Plastic Surgery, Gynecology, Physiotherapy, ENT Surgery, Eye Surgery, Oncology, Medical Imaging, Antenatal Scanning, Hand Surgery, Bariatric Surgery, General Surgery, Speech Therapy and Ophthalmology.

The Forbury Clinic is a group of surgeons and medical professionals who aim to provide the highest standard of care and treatment within comfortable and spacious surroundings. They operate from two buildings 11 Kendrick Road and 23 Craven Road, both purposefully refurbished to provide consulting, diagnostic and treatment over a variety of specialty areas of medicine and surgery.

The consultants hold substantive posts at NHS hospitals and appear on the General Medical Council (GMC) Specialist Register. The service is also supported by a team of specialist nurses and healthcare professionals and a team of administrators.

All registered services for this inspection are provided from:

- Berkshire Health Craven Road , 23 Craven Road, Reading , RG1 5LE

This service is registered with Care Quality Commission (CQC) under the Health and Social Care Act 2008 in respect of some, but not all, of the services it provides. There are some exemptions from regulation by CQC which relate to particular types of service and these are set out in Schedule 2 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The premises at Berkshire Health Craven Road consisted of a three storey building. The ground floor consisted of a reception area, a consulting room, a treatment room, and the practice manager's office. There were three further consulting rooms and a treatment room on the second floor and a further treatment and consulting room on the third floor.

The quality assurance manager is the registered manager. (A registered manager is someone who has been selected by a provider to be legally responsible for managing regulated activity from a provider location).

The service was open between 9am and 5pm Monday to Friday. Out of regular clinic hours patients were advised to contact their GP or the local hospital if required.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions therefore formed the framework for the areas we looked at during the inspection.

Are services safe?

Our findings

At our previous inspection on 18 October 2017, we identified breaches of regulation for providing safe services as the arrangements in respect of emergency medicines and equipment and management of medicine and safety alerts were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 1 May 2018.

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

Safety systems and processes

- A system had been introduced to ensure medicine and safety alerts were received and actioned as appropriately. The lead nurse received all alerts and filed those that were not applicable to the service. All

applicable alerts were then actioned by the lead nurse and information sent to all staff. The alert was then discussed at the clinical governance meeting to ensure all staff was aware of any actions.

- We saw an example of an alert relating to venepuncture equipment. The service had checked all of their stock and had communicated with their local laboratory to check whether the information was applicable to them.
- The emergency medicines content had been risk assessed to ensure that the service had considered all medications which may be relevant to the specialities they offer. The emergency trolley with medicines and equipment was stored on the ground floor. This was taken via the lift to whichever floor was in use that day before the clinic started. If there was a problem with the lift the provider told us they would either move the clinic to the ground floor or take the contents of the emergency trolley up to the required floor.
- A further 'grab bag' had been obtained and placed on the first floor, where some procedures were undertaken, to ensure ease and speed of access at all times.