

The Health Care Complex

Inspection report

52 Lowmoor Road
Kirkby-in-ashfield
Nottingham
NG17 7BG
Tel: 01623752312

Date of inspection visit: 14 June 2022
Date of publication: 27/07/2022

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

Requires Improvement



Are services safe?

Requires Improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive to people's needs?

Good



Are services well-led?

Requires Improvement



Overall summary

We carried out an announced inspection at The Health Care Complex on 14 June 2022. This is the first time this service has been inspected by the Care Quality Commission (CQC) following its registration as a new provider in March 2020. Overall, the practice is rated as requires improvement.

Safe - Requires Improvement

Effective - Good

Caring - Good

Responsive - Good

Well-led - Requires Improvement

Why we carried out this inspection

This was a comprehensive inspection at this location as it had been registered by CQC following a change in service provider.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Conduction interviews with key stakeholders using video conferencing

Our findings

We based our judgement of the quality of care at this service 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.

We have rated this practice as Requires Improvement overall

Overall summary

We found that:

- The practice did not have clear systems and processes to keep patients safe.
- We found the practice did not appropriately maintain their safeguarding registers; the safeguarding policy was not comprehensive.
- Review of staff files showed gaps in recruitment processes.
- The practice had ineffective systems and processes in place to manage and monitor infection control, cleanliness and waste management.
- A full range of recommended emergency medicines was not available and risk assessment to identify and mitigate risks had not been completed.
- The provider did not have an effective process in place to manage Medicines and Healthcare Products Regulatory Agency (MHRA) alerts.
- The leaders at the practice did not have full oversight of the challenges and risks to quality and patient care within the service.
- The practice did not have clear and effective processes for managing all risks, issues and performance.
- The provider did not have a plan in place to develop leadership capacity and skills including planning the future leadership of the practice.
- The practice did not have a plan for continuous learning and improvement.
- The provider did not have an effective Patient Participation Group in place.

We found three breaches of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.
- Ensure patients are protected from abuse and improper treatment.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

For further information see the requirement notice and enforcement section at the end of this report.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to The Health Care Complex

The Health Care Complex Medical Centre is located in Kirkby in Ashfield at:

52 Lowmoor Road

Kirby in Ashfield

Nottingham

NG17 7BG

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

The practice is situated within the Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 4400. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices as part of the Ashfield South Primary Care Network (PCN). The PCN is made up of eight GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97.6% white, 1% Asian and 1.4% other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared with females.

There is a team of two GPs an advanced nurse practitioner and a practice nurse who provide nurse led clinics for long-term condition. The GPs are supported at the practice by a team of reception/administration staff.

Extended access is provided locally to all patients by requesting through the practice reception where late evening and weekend appointments can be booked. Out of hours services are provided by Primary Care (PC24) urgent care centre based next to the Kings Mill Hospital Emergency Department.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

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

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Transport services, triage and medical advice provided remotely	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <p>We found that systems and processes had not been established and operated effectively to ensure compliance with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p> <p>We found a lack of governance, leadership and oversight by managers and leaders to ensure safe care delivery.</p> <p>The practice was unable to demonstrate effective systems were in place to manage all risks relating to safeguarding, assurance of staff competence, medicines, emergency medicines, prescribing practices, infection prevention and control, and recruitment.</p> <p>There were no plans to develop leadership capacity and skills, including planning for the future leadership of the practice.</p> <p>The provider had failed to ensure they had a system in place to ensure service users had access to up to date information.</p> <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Transport services, triage and medical advice provided remotely	<p>Regulation 12 CQC (Registration) Regulations 2009 Statement of purpose</p> <p>How the regulation was not being met:</p> <p>There were gaps in the systems and processes that enabled the registered person to assess, monitor and improve the quality and safety of the services being provided.</p>

This section is primarily information for the provider

Requirement notices

The provider had not undertaken appropriate checks to ensure safe recruitment of staff.

There were gaps in the management of risk across systems and processes including infection prevention and control, medicines, emergency medicines, staff immunisations and management of Medicines and Healthcare Products Regulatory Agency (MHRA) alerts.

The practice had no system in place to monitor staff who carried out advanced clinical practice roles.

This was in breach of Regulation 12 (1) (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Regulated activity

Diagnostic and screening procedures

Family planning services

Maternity and midwifery services

Surgical procedures

Treatment of disease, disorder or injury

Regulation

Regulation 13 HSCA (RA) Regulations 2014 Safeguarding service users from abuse and improper treatment

How the regulation was not being met:

There were gaps in the systems and processes that enabled the registered person to be assured they adequately protected service users from abuse and improper treatment.

The provider did not evidence that appropriate Disclosure and Barring Service checks had been undertaken for all staff prior to them commencing employment.

The system in place to ensure up to date maintenance of safeguarding registers were not effective with family members not linked.

This was in breach of Regulation 13, (1) Safeguarding service users from abuse and improper treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014