

# Aston Healthcare Limited

## Inspection report

Manor Farm Road  
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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

Inadequate



Are services safe?

Inadequate



# Overall summary

We carried out a comprehensive inspection of Aston Healthcare on 2,3,4 October 2018 and found the service to be inadequate over all.

This resulted in the practice being placed in special measures and imposing Conditions against the provider on 10 October 2018. We found significant breaches in Regulation 15 Premises and equipment, particularly at the Gresford Medical Centre branch. Following that inspection conditions were placed on the provider which included closure of the Gresford Medical Centre until the provider had taken steps to ensure the building and equipment was safe and fit for purpose. The Conditions advised the provider that the practice was failing to meet the required standards relating to Regulation 15 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014, Premises and equipment. On 20 November 2018 we undertook a focused inspection to check that the practice had met the requirements of the Conditions for Regulation 15 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection we found:

The provider had completed refurbishment works and the required safety checks to protect the health and safety of people who used the Gresford Medical Centre. We found the building and equipment was suitable for carrying on the registered regulated activities.

The provider had also completed additional safety checks at two other branch practices, Knowsley Medical Centre and Camberley Medical Centre.

The area where the provider **should** make improvements relating to this follow-up inspection only are:

Put systems in place to ensure water safety checks are documented.

The rating awarded to the practice following our full comprehensive inspection on 2, 3 and 4 October 2018 of 'inadequate' remains unchanged. The practice will be re-inspected in relation to the other enforcement action taken and the overall inadequate rating in the future.

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Inadequate</b> 
<b>People with long-term conditions</b>	<b>Inadequate</b> 
<b>Families, children and young people</b>	<b>Inadequate</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Inadequate</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Inadequate</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Inadequate</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a CQC inspection manager.

## Background to Aston Healthcare Limited

The practice has a Primary Medical Services (PMS) contract with a registered list size of approximately 27,317 patients. The practice list is shared between the main practice and five other branches which are managed and overseen from the main office at Manor Farm Primary Care Resource Centre, Manor Farm Road, Huyton, L36 0UB.

Most patients did not attend the main practice and attended one or other of the branch surgeries. Each branch surgery produced a list of patients 'registered' with it.

The five branch surgeries are:

- Camberley Medical Centre, Camberley Drive, Halewood, Liverpool L25 9PS
- Gresford Medical Centre, Pilch Lane, Liverpool, L14 0JE

- Knowsley Medical Centre, Frederick Lunt Avenue, Knowsley, L34 0HF
- Halewood Resource Centre, Roseheath Drive, Halewood, Liverpool, L26 9UH
- Whiston Primary Resource Centre, Old Colliery Road, Liverpool, L35 3SX

At this follow-up inspection we visited Gresford Medical Centre only, we did not visit the main site or any other branches.

Aston Healthcare Limited is in Knowsley and is registered with the Care Quality Commission (CQC) to provide the following regulated activities:

- Diagnostic and screening procedures
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

# Are services safe?

## **We rated the practice as inadequate for providing safe services.**

At this follow up inspection on 20 November 2018 we found that the provider had taken sufficient steps to allow Gresford Medical centre to be reopened and used to provide the registered regulated activities.

At the previous visit to Gresford Medical Centre 3 October 2018 we found that systems to promote effective infection control were not in place for example there was no Legionella risk assessments, fire safety checks were incomplete, electrical checks had not been completed and the premises, fixtures and fittings were in poor repair and visibly dirty.

At this follow-up inspection 20 November 2018, we looked only at the issues which made Gresford Medical Centre unfit for use.

### **Safety systems and processes**

- At this follow-up inspection we found action had been taken to ensure that facilities and equipment were safe and in good working order in all the branch surgeries, in particular Gresford Medical centre.
- Fire drills had taken place and the fire exit routes were clearly signed and unobstructed on the day of this follow-up visit. Clear guidelines were in place to ensure the improvements were sustained.
- Security systems had been improved and locks, including a keypad lock to the door between the waiting area and the reception office, had been installed at Gresford Medical Centre. This was to ensure areas could be kept secure when the building reopened.

- The provider had acted to improve infection prevention and control. We saw that since the last inspection Legionella risk assessments had been completed at all the practices as required. On the day of the visit confirmation of water safety checks were not made available and these had not commenced at Gresford.
- Since the last inspection visit Gresford Medical centre had been redecorated throughout and non-porous flooring installed in all the clinical areas. Non-clinical and private rooms had been re-carpeted and looked clean and tidy.
- Since the previous inspection an additional pest control assessment had been completed at Gresford Medical Centre. This confirmed that the property did not, and had never had a pest infestation. The report stated the traps which were in place at the last inspection had been laid as a precaution. The report recommended the traps be removed and removal of bushes near the entrance to the rear door. We saw that the pest control company had removed all the traps in the public areas. The provider had followed the company's recommendation and removed bushes and debris from the back garden.
- Some policies and procedures had been introduced to promote safety systems and staff had signed to confirm they had read and understood these.

**Please refer to the Evidence Tables for further information.**