

# Ash Tree Court

## Quality Report

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This report describes our judgement of the quality of care at this location. It is based on a combination of what we found when we inspected and a review of all information available to CQC including information given to us from patients, the public and other organisations

### Overall summary

Primary Integrated Community Services Ltd (known as PICS) had their administrative base at Ash Tree Court in Nottingham and provided a range of adult community services.

During a comprehensive inspection in April 2016, the provider was in breach of Regulation 5, of the Health and Social Care Act (2014), fit and proper persons. This meant the personnel files for directors did not include the evidence required to provide assurance of their suitability to undertake the role of director.

During our focussed inspection on 1 November 2017 we reviewed four, established, director personnel files and

one, new director file. We found files included the information requirements for fit and proper person and we were assured Primary Integrated Community Services Ltd were no longer in breach of this regulation.

Additionally during our focussed inspection, we reviewed progress for areas identified as 'should improve', which included addressing staff knowledge of Duty of Candour and training in safeguarding. We found evidence of improvement in both of these areas.

During our inspection, we spoke with three managers, reviewed five staff (director) files, and viewed electronic evidence of meeting minutes and training records.

# Summary of findings

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# Summary of this inspection

## Our inspection team

Our inspection team consisted of a lead Care Quality Commission inspector supported by an inspection planner. The inspection was overseen by Carolyn Jenkinson Head of Hospitals Inspection.

## Why we carried out this inspection

To evaluate the outcome of service actions in relation to a breach of regulation identified during our comprehensive inspection in April 2016.

## How we carried out this inspection

The inspection was announced 48 hours prior to our arrival. We visited the business premises, spoke with senior managers and reviewed paper and electronic documentation.

The inspection was related to the well-led domain.

## Information about Ash Tree Court

Primary Integrated Community Services Ltd (PICS) are based at Ash Tree Court in Nottingham was formed in 2008 and incorporated in 2013. The organisation was a general practitioner (GP) owned company with 160 GP shareholders and three consultant shareholders. The service was established originally to bridge the gap between primary, secondary and community care. The organisation provides the following services across five

clinical commissioning group areas in Nottinghamshire: non-malignant palliative care services, respiratory care, care co-ordination, heart failure and atrial fibrillation services and community gynaecology. The organisation also subcontracted the provision of a carpal tunnel clinic and pain management service to a third party provider.

# Community health services for adults

## Well-led

### Summary of findings

The Care Quality Commission (CQC) carried out a focused inspection on 1 November 2017 at Primary

Integrated Community Services Ltd, to evaluate the services action in relation to a breach of regulation identified during our comprehensive inspection in April 2016. The provider was given 48-hour notice of our plan to inspect.

This report describes our findings in relation to the breach identified during our April 2016 inspection.

Our judgement was based on a combination of what we found during the inspection and information from our 'Intelligent Monitoring' system. We do not currently have a legal duty to rate community independent health services but we highlight good practice and issues that service providers need to improve.

### Are community health services for adults well-led?

#### Leadership of this service

- During the focussed inspection, we reviewed the leadership response to the two areas of recommended improvement following the comprehensive inspection in 2016. These were that not all staff knew of or understood the Duty of Candour (DOC) and enhanced safeguarding training had not been provided for the nursing safeguarding lead.
- We found evidence of DOC in the minutes of staff meetings, the most recent being 18 February 2017. This included instruction for recording any apologies made to patients or their families and the process for reporting to the Clinical Governance committee.
- We looked at two incident investigations, which had been completed in the twelve months prior to our inspection. We saw evidence the duty of candour had been followed, including an apology and an action to share the outcome of the investigation with the patient or carer. This evidence demonstrated an understanding of duty of candour.
- Primary Integrated Community Services Ltd (PICS) had plans to train all clinical personnel to level three safeguarding. At the time of our inspection, the lead nurse had achieved level four safeguarding, exceeding the suggested requirement of level three within our previous inspection report. Additionally electronic staff training records showed 64% of clinical staff had safeguarding training at level two and 37% at level three. These figures included staff from a recently acquired, additional, primary care centre.
- We were reassured the leaders of the service had taken the appropriate action following the last inspection and could evidence improvements had been made.

#### Governance, risk management and quality measurement – Fit and Proper Person.

# Community health services for adults

- During the inspection carried out in April 2016, we identified a breach in regulation 5 HSCA (RA) fit and proper persons: directors.
- The Fit and Proper Person Requirement (FPPR) places a requirement on providers to ensure directors and board members are fit and proper to carry out these roles. The organisation had a FPPR policy, which contained the criteria and processes for checking whether current and newly recruited board members were fit for their role.
- Primary Integrated Community Services Ltd had six director positions. Four were in post, one was in the process of recruitment and there was one vacancy.
- At our follow-up focussed inspection, we reviewed the four established director personnel files and one file of a newly appointed director and found they included all the required assurances in relation to Fit and Proper Person Requirements (FPPR). This included photo identification, disclosure and barring service (DBS) certification (police check), confirmation of professional qualification, professional references, self-declaration of occupational health status and all other legal checks.
- The manager spoken with during our inspection told us the service had responded to the findings of our comprehensive inspection and addressed the FPPR breach. In addition to the personnel files, we saw board meeting minutes for June 2016 when the breach was discussed and actions agreed, and for February 2017 when the board was updated on progress.
- The inspection team were assured the provider had met all the FPPR requirements and had systems in place to maintain compliance with regulation 5 HSCA (RA) fit and proper persons: directors.