

# Dr H Tattersfield & Mr M Lenzi

## Quality Report

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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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of the practice on 8 March 2016. Breaches of the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 were found and the practice was rated as Requires Improvement for Safety. After the comprehensive inspection, the practice wrote to us to say what they would do to address the breaches of regulation. We undertook this focussed inspection on 28 November 2016 to check that they had followed their plan and to confirm that they now met the legal requirements. This report covers our findings in relation to those requirements and also where other improvements have been made following the initial

inspection. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Dr H Tattersfield & Mr M Lenzi on our website at [www.cqc.org.uk](http://www.cqc.org.uk). Overall the practice is rated as Good. Specifically, following the focussed inspection we found the practice to now be good for providing safe services.

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

- Risks to patients were assessed and well-managed, including those related infection prevention and control, fire and electrical safety and equipment for dealing with medical emergencies.

### Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

Risks to patients were assessed and well-managed, including those related infection prevention and control, fire and electrical safety and equipment for dealing with medical emergencies.

**Good**



# Dr H Tattersfield & Mr M Lenzi

## Detailed findings

### Why we carried out this inspection

We undertook a focussed inspection of Dr H Tattersfield & Mr M Lenzi (Oakview Family Practice) on 28 November 2016. This was because the service had been identified as not meeting some of the legal requirements and regulations associated with the Health and Social Care Act 2008. From April 2015, the regulatory requirements the provider needs to meet are called Fundamental Standards and are set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

During the comprehensive inspection carried out on 8 March 2016 we found breaches of regulation 12 (2) Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

There were some weaknesses in arrangements to prevent and control the spread of infection. Two members of staff had not had role-specific infection prevention and control training, the cleaning schedule was not comprehensive and

there was no system to ensure that the cleaning was carried out to the required standard. Most areas of the practice were clean, but shelves in one of the clinical rooms were cluttered and dusty.

There were no fire extinguishers or fire exit signs and there had been no checks of the building's wiring or the safety of electrical equipment.

There was no regular documented system of checks of the emergency equipment: the defibrillator was checked every few months. No records were kept of checks of the oxygen supply or masks.

### How we carried out this inspection

The inspection was carried out to check that improvements had been made to meet legal requirements planned by the practice after our comprehensive inspection on 8 March 2016. We inspected the practice against one of the five questions we ask about services: is the service safe.

# Are services safe?

## Our findings

During the comprehensive inspection carried out on 8 March 2016 we found breaches of regulation 12(2) Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was identified, as there were weaknesses in some systems and processes to keep patients safe. When we inspected on 28 November 2016 we found that the practice had taken steps to strengthen their systems and processes.

### Overview of safety systems and processes

When we inspected in March 2016 we found some weaknesses in arrangements to prevent and control the spread of infection. Two members of staff had not had role-specific infection prevention and control training, the cleaning schedule was not comprehensive and there was no system to ensure that the cleaning was carried out to the required standard. Most areas of the practice were clean, but shelves in one of the clinical rooms were cluttered and dusty.

During this inspection (in November 2016) we saw that training had been completed by the two members of staff who had not had training in March, that the cleaning schedule had been reviewed and expanded to include all of the areas to be cleaned and the cleaning materials to be

used. We saw that some objects had been removed from clinical rooms to make them easier to clean and observed the premises to be clean and tidy. Practice staff were carrying out regular checks of cleanliness.

### Monitoring risks to patients

In March 2016, there were no fire extinguishers or fire exit signs and there were no records of checks to emergency lighting. There had been no checks of the building's wiring or the safety of electrical equipment.

In November 2016, when we re-inspected, the practice had taken advice as to the necessary fire safety measures. Fire extinguishers and fire exit signage was in place and emergency lighting had been checked and updated. Successful checks of the wiring in the premises and of portable electrical equipment had taken place, and a system of ongoing checks had been introduced.

### Arrangements to deal with emergencies and major incidents

In March 2016, there was no regular documented system of checks of the emergency equipment: the defibrillator was checked every few months. No records were kept of checks of the oxygen supply or masks.

In November 2016 we saw records of regular checks of all emergency equipment, including oxygen and masks.