

Victoria Dental & Healthcare

Inspection report

109 Corporation Street
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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

Good



Are services safe?

Good



Overall summary

This service is rated as Good overall. (Previous inspection 29/07/2019)

Victoria Dental & Healthcare Limited provides private dental and medical health care services.

This inspection relates to the medical health care services only.

Victoria Dental & Healthcare Limited offer private fee-based appointments to patients with registered medical doctors. The healthcare specialities offered by the service include gynaecology, general medicine, dermatology and psychiatry. Many of the patients that use the service are Polish and the medical doctors are also Polish.

Mrs Maria Kucharska-Piotrowicz is the registered manager (and a registered dentist). 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.

We previously inspected the medical health part of the service provided by Victoria Dental & Healthcare Limited in October 2017 and August 2018. The full comprehensive reports for these inspections, the inspection in July 2019 and the inspection report for the dental service (October 2017) can be found by selecting the 'all services' link for Victoria Dental & Healthcare Limited on our website at .

At our inspection in July 2019 we rated the practice as good overall, but requires improvement for providing safe services because:

- Records did not demonstrate appropriate recruitment checks for clinicians had been consistently undertaken.

We issued a requirement notice for regulation 19 Fit and proper persons employed (Health and Social Care Act 2008 (Regulated Activities) Regulations 2014). We also indicated improvements should be made as follows:

- Improve written documentation so that confirmation of parental identification is consistently recorded.
- Records translated from Polish, such as significant events, should reflect all the details of the incident such as the date of the incident and the date action was taken.

- Strengthen the sharing of alerts received from the Medicines and Healthcare products Regulatory Agency (MHRA) with the medical doctors by forwarding to them the monthly MHRA 'Drug Safety Update'.
- Implement the planned improvement to patient records by introducing an electronic patient record system.

On 2 April 2020, we carried out a focused, desk-based review of the safe key question. We reviewed evidence submitted by the service to confirm it had carried out the plan to meet the legal requirements in relation to the breach of regulation 19 identified at our inspection on 29 July 2019. This report covers our findings in relation to that requirement and also additional improvements made since our last inspection.

At this inspection, we found that the provider had satisfactorily addressed all legal requirements and were implementing action as appropriate in response to the suggestion for improvements.

We have rated this practice as **good** for providing safe services.

We found that:

- The service had reviewed and updated its recruitment records for all clinicians working in medical part of the service. We saw evidence that Disclosure and Barring Service (DBS) checks had been obtained immediately after the last inspection in July 2019 for the clinicians. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable). In addition other evidence supplied by the provider demonstrated past working history, evidence of conduct in previous employment and staff identification records had been obtained for each person working within the medical service provision.
- The provider supplied other evidence to show how they had taken action to improve the service in other areas. For example:
- A copy of the service Parental Responsibility policy and procedure was provided with some anonymised examples where parents had signed consent forms and checks of the child's identification had been confirmed by the service.
- Records of recent significant events were recorded in English and these were dated.

Overall summary

- Emails from between November 2019 and March 2020 demonstrated that the provider shared MHRA drug safety alerts with the clinicians who worked on a sessional basis at the service.
- The provider confirmed that the team were in the process of uploading paper medical records into an electronic record system.

Our inspection team

A Care Quality Commission (CQC) lead inspector conducted a desk-based review of the evidence supplied to us by the service.

Background to Victoria Dental & Healthcare

Victoria Dental & Healthcare (which operates as Victoria Clinic), 109 Corporation Street, Manchester M4 4DX is registered with the Care Quality Commission (CQC) as an independent provider of dental and medical services and treats both adults and children at one location in Manchester. The web address for the service is: victoriaclinicmanchester.uk/home

The location provides a modern spacious facility with adaptations to support people with disabilities.

The service is registered with the CQC to provide the following regulated activities:

Diagnostic and screening procedures

Surgical procedures

Treatment of disease, disorder and injury

Maternity and midwifery services.

Family planning

Services are provided primarily to Polish people who live in the United Kingdom with English as a second language and are available on a pre-bookable appointment basis.

This is not a GP service. The service employs doctors on a sessional basis who are working within their specialised field of either gynaecology, internal medicine, dermatology, orthopaedics or psychiatry. Medical consultations and diagnostic tests are provided by the service. Only minor surgical procedures are carried out. Appointments for acute illness and routine reviews of long-term conditions are not usually provided.

All the doctors are appropriately registered with the General Medical Council (GMC). The nurse is registered with the Nursing and Midwifery Council (NMC).

Victoria Clinic opens from 11am until 10pm on Wednesday, Friday, Saturday and Sunday, 11am until 9pm on Thursdays and from 11am until 6pm on Monday and Tuesday. However, the opening times are flexible to meet patient demand. The provider is not required to offer an out of hour's service or emergency care. Patients who require emergency medical assistance or out of hours services are requested to contact the NHS 111 service or attend the local accident and emergency department.

How we inspected this service

This inspection was a desk top review of information supplied by the provider to demonstrate how they have complied with regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Fit and proper persons employed.

To demonstrate compliance with the regulation the provider submitted a range of recruitment information that showed action had been implemented following the last inspection.

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?

This desktop review focused on the key question safe.

Are services safe?

We rated the service as good for providing safe services.

At our previous inspection on 29 July 2019, we rated the practice as requires improvement for providing safe services as recruitment records did not always demonstrate satisfactory evidence that appropriate checks were undertaken to assure fit and proper persons were employed.

We reviewed the information provided by the service to demonstrate the actions they had taken. The assessment of this information confirmed the service was meeting regulation 19 Fit and proper persons employed (Health and Social Care Act 2008 (Regulated Activities) Regulations 2014).

The provider also supplied other evidence that demonstrated that they had acted on the areas of improvement.

The service had clear systems to keep people safe and safeguarded from abuse.

- Following our inspection in July 2019 the provider had reviewed and updated their recruitment system and improved their records for each of the medical staff members working at the service. The provider supplied evidence that DBS checks were in place, as was evidence of conduct in previous employment, identification records and gaps in employment were explored.

Staff had the information they needed to deliver safe care and treatment to patients.

- The previous inspection in July 2019 identified patient medical records were hand written and we discussed the benefits of storing these in an electronic format. The provider advised for this review that the service was in the process of moving paper records onto an electronic system.
- The provider had also strengthened their recording of patient identity especially in verifying those with parental responsibility. The provider supplied their policy and procedure and recent anonymised examples of where child and parental identification had been confirmed.

The service had a good safety record.

- The provider showed us evidence that the Medicines and Healthcare products Regulatory Agency (MHRA) drug safety alerts, including the monthly drug safety update, were shared regularly each month with the medical clinicians that worked on a sessional basis for the service.

The service learned and made improvements when things went wrong.

- At our inspection in July 2019 we saw that significant events were recorded and responded to, however the English translations of the Polish records did not always include dates of the incident and dates when action had been undertaken in response to the incident. The provider supplied evidence that records of significant events and the one month follow up review were dated appropriately.