

# Castletown Medical Centre

## Inspection report

6 The Broadway  
Castletown  
Sunderland  
SR5 3EX

Tel: 01915495113

[www.castletownmedicalcentre.nhs.uk](http://www.castletownmedicalcentre.nhs.uk)

Date of inspection visit: 8 September 2021

Date of publication: 15/10/2021

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

Not inspected

Are services safe?

Inspected but not rated



# Overall summary

We carried out an announced urgent focused inspection at Castletown Medical Centre on 8 September 2021.

We previously inspected the practice on 11 May 2021. Where the practice was rated overall as inadequate and for;

Safe - Inadequate

Effective - Inadequate

Caring - Good

Responsive - Inadequate

Well-led – Inadequate

This inspection did not include an on-site inspection and therefore ratings from our previous inspection have not been reviewed.

The full reports for previous inspections can be found by selecting the 'all reports' link for Castletown Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This was an urgent focused inspection. We have carried out this inspection because we received information of concern relating to medicines management at the practice.

## 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 not enter the practice premises, information was gathered from the practice electronically, with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Completing clinical searches on the practice's patient records system and discussing findings with the provider via video link.
- Reviewing patient records to identify issues and clarify actions taken by the provider.

## 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

# Overall summary

- information from the provider, patients, the public and other organisations.

## **We found that:**

- At this inspection we saw that there had been some improvement by the practice in the management of medicines. However, there remained outstanding issues which needed to be addressed and overall, the management of medicines was poor. We found no significant or immediate risk to patients.

We are currently in the process of undertaking enforcement action against this provider based on our previous inspection of 11 May 2021. Once the appeal process has been concluded we will publish a supplementary report detailing the actions taken.

The provider is in breach of regulations and **must** continue to make improvements to:

- Ensure care and treatment is provided in a safe way to patients
- Ensure there is an effective system for identifying, receiving, recording, handling and responding to complaints by patients and other persons in relation to the carrying on of the regulated activity
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care
- Ensure sufficient numbers of suitably qualified, competent, skilled and experienced persons are deployed to meet the fundamental standards of care and treatment

This is in accordance with the fundamental standards of care.

This practice will remain in special measures. Services placed in special measures will be inspected again within six months (of the original inspection of 11 May 2021). If insufficient improvements have been made such that there remains a rating of inadequate for any population group, key question or overall, we will take action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement, we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

Special measures will give people who use the service the reassurance that the care they get should improve.

**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

## Population group ratings

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities without visiting the location. 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 Castletown Medical Centre

Castletown Medical Centre provides care and treatment to approximately 2,200 patients of all ages in the City of Sunderland. The practice is part of NHS Sunderland Clinical Commissioning Group and operates on a General Medical Services (GMS) contract. This is part of a contract held with NHS England.

The practice provides services from 6 The Broadway, Castletown, Sunderland, SR5 3EX. We did not visit this location as part of this inspection.

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

Information published by Public Health England reported deprivation within the practice population group as 1160 out of 6900 practices in England. The lower the number the more deprived the practice.

The practice provides late evening, weekend and bank holiday appointments through the local GP federation of GP practices they are part of, who work together to provide appointments with GPs, nurses or health care assistants outside of their normal working hours. Patients can contact the practice reception team to arrange appointments. When this service is not provided patients requiring urgent medical care can contact the out of hours service provided by the NHS 111 service.