

# Central Healthcare

## Inspection report

1a  
Belgrave Crescent  
Scarborough  
YO11 1UB  
Tel: 01723360835

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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	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced comprehensive inspection at Central Healthcare on the 8 and 9 November 2021. Overall, the practice is rated as Good. `

Safe - Good

Effective – Good

Caring – Good

Responsive – Good

Well-led – Good

Following our previous inspection on 20 and 23 October 2020, the practice was rated as requires improvement overall. We rated the practice as good for providing caring, responsive and well-led services and requires improvement for safe and effective services. For all population groups we rated the practice as requirement improvement.

The full reports from previous inspections can be found by selecting the ‘all reports’ link for Central Healthcare on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out an announced, comprehensive follow up inspection of the practice to review in detail the actions taken by the provider to improve the quality of care. The focus of this inspection included:

- The systems and processes to address the areas of concern raised at the last inspection particularly relating to the safe and effective key questions
- how the practice had addressed the ‘shoulds’ identified in the previous inspection regarding patient access to the practice, the close monitoring of patients who required regular blood tests, staffing levels and support given to the practice staff.

## How we carried out the inspection

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 spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included :

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

# Overall summary

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

## We have rated this practice as Good overall

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice had improved the support of staff and supervision offered to clinical staff.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centered care.
- The practice had implemented improved quality assurance processes, including systems to improve access, governance and monitoring patients.

Whilst we found no breaches of regulations, the provider **should**:

- Continue improvement of systems around monitoring of some patients with long-term conditions to ensure these patients are receiving appropriate and timely monitoring.
- Continue to improve the monitoring of some patients with Learning disabilities.
- Continue with efforts to engage with patients regarding improving access to appointments.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. 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. The team also included member of the CQC pharmacy team who visited the practice.

## Background to Central Healthcare

Central Healthcare is in Scarborough, located at Lawrence House Medical Centre, 1a Belgrave Crescent, Scarborough, YO11 1UB and a branch surgery at 87 Peasholm surgery, 98 Tennyson Avenue, Scarborough.

The practice has partnered with Haxby Group to provide GP services to patients registered with Central Healthcare. The Haxby Group has practices in Hull and York. From the 1 December the practice will be known as Haxby Scarborough.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the NHS North Yorkshire, Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS).

The practice is part of a wider network of GP practices known as *Scarborough Core Primary Care Network*. The PCNs are groups of GP practices working more closely together, with other primary and community care staff and health and care organisations, providing integrated services to their local populations. The network is made up of other practices based in the central Scarborough and Eastfield area.

Information published by Public Health England shows that deprivation within the practice population group is 31.43, compared to 24.63 for the local CCG and 21.72 for England. The higher the score, the more deprived an area is compared to others.

The age distribution of the practice population closely mirrors the local and national averages. There are more female patients registered at the practice compared to males.

There is a team of five GP partners and 13 salaried GPs who provide cover at the practice. The practice has a team of 10 nurses, eight Advanced Care Practitioners and 10 healthcare assistants. The practice is currently supported by staff from Haxby York who work across both sites. The GPs are supported at the practice by a team of reception administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments are telephone consultations. However, if the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided locally by an Out of Hours provider, where late evening and weekend appointments are available. Out of hours services are provided by Vocare.