

# Royal Manor Health Care

## Inspection report

Park Estate Road  
Easton  
Portland  
DT5 2BJ  
Tel: 01305820422  
[www.royalmanorhealthcare.org.uk](http://www.royalmanorhealthcare.org.uk)

Date of inspection visit: 3 August 2023  
Date of publication: 12/09/2023

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 Royal Manor Health Care on 3 August 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led – good

Following our previous inspection in May 2022, the practice was rated requires improvement overall and for all key questions. At this inspection, we found that those areas previously regarded as requires improvement were now improved. The practice is therefore now rated good.

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

## Why we carried out this inspection

We carried out this inspection to follow up breaches of regulation from a previous inspection in line with our inspection priorities.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visits.

## 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.

# Overall summary

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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-centre care.

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

- Implement a system for maintaining staff vaccination in line with current guidance.
- Improve systems and processes for care navigators in order to have appropriate understanding, confidence and consistent approach when dealing with unwell patients.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector and a team 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.

## Background to Royal Manor Health Care

Royal Manor Health Care is located in Portland at:

Park Estate Road

Easton

Portland

Dorset

DT5 2BJ

The practice has a branch surgery at:

The Gatehouse Surgery

Castle Road

Portland

Dorset

DT5 1AU

We visited both the Royal Manor Health Care and the Gatehouse Surgery during this inspection. The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

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

The practice is situated within the Dorset Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 12,400. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, Two Harbours Healthcare, which is a Primary Care Network (PCN) in Weymouth and Portland.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fourth lowest decile (4 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 96.4% White, 1.6% Black, 1.4% Mixed and 0.5% Asian. The age distribution of the practice population closely mirrors the local and national averages.

There is a team of 7 GPs who provide cover at both practices. The practice has a team of 9 nurses who provide nurse led clinics for long-term condition at both the main and the branch locations. The GPs are supported at the practice by a team of care navigators and administration staff. The practice manager and operations manager provide managerial oversight at both practices.

The practice is open between 8:30 am to 6 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided by the NHS 111.