

Weight to Go Limited

Inspection report

11-12 Highfield Road
Edgbaston
Birmingham
West Midlands
B15 3EB
Tel: 01216934488
www.healthierweight.co.uk
www.slimwithouturgery.co.uk

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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

We carried out an announced comprehensive inspection of Weight To Go Limited in January 2020, the overall rating was Good. The service was rated as Requires improvement for providing Safe services. This was because we identified a breach in Regulation 17 Good governance and areas where the provider must make improvements.

At this inspection, we carried out a focussed desk-based inspection of Weight To Go Limited on 2 June 2020 to check that the provider had made improvements in line with our recommendations. This report only covers our findings in relation to those requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Weight To Go Limited on our website at www.cqc.org.uk.

The key question Safe is now rated as Good. The overall rating remains Good.

Our key findings were :

- Following our January 2020 inspection, the provider had improved systems and processes to manage risk and keep patients safe.
- In particular, the service had reviewed and improved processes to identify, mitigate and monitor risks from where clinical services were being delivered. Including implementing effective arrangements for the management of healthcare waste.
- The service provided evidence to show they had an effective process for the management of Disclosure and Barring Service (DBS) checks.
- The service had improved their processes for confirming the identity of people using the medical weight loss service.
- The service had reviewed and improved their incident reporting systems and processes, so that risks could be accurately recorded and monitored.

Dr Rosie Benneyworth BM BS BMedSci MRCGP Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

This desk-based inspection was carried out by a CQC Inspector.

Background to Weight to Go Limited

The registered provider of the service is Weight To Go Limited. The address that is registered with CQC is 11-12 Highfield Road, Edgbaston, Birmingham, West Midlands, B15 3EB. More information about the service can be found on their websites www.healthierweight.co.uk (for surgical weight loss treatments) and www.slimwithouturgery.co.uk (for medical weight loss).

The service is registered with CQC to provide the regulated activity: Treatment of disease, disorder or injury.

Weight To Go Limited is an independent provider of surgical and non-surgical medically supervised programmes for the treatment of obesity in private (fee-paying) adults aged 18 years and older.

Patients self-refer to the service by completing an online form on the service's websites or by telephone. Patients are not seen at the registered location. The provider has service level agreements in place with private hospitals nationally where patients can receive surgical treatment.

Surgical treatments are available to obese patients who have already tried non-surgical weight loss options and include laparoscopic gastric banding, gastric sleeve, gastric bypass (Mini and Roux en Y) and Endoscopic Sleeve Gastroplasty (ESG). Non-surgical options are designed for patients where a surgical procedure is unsuitable or not the preferred method of treatment and include the intragastric balloon and a medical weight loss programme.

Consultations for medical treatment of obesity are done over the telephone. The service prescribes licensed medicines for weight loss following an assessment which includes baseline screening and a telephone consultation with a doctor. The provider has an agreement with a pharmacy to dispense and post medicines out to patients.

The service employs bariatric specialist nurses who provide follow up care and advice to both surgical and

non-surgical patients. Patients are offered face to face and telephone reviews. Face to face appointments are provided nationally from private hospitals or consulting rooms where the provider has service level agreements in place with.

The service has a management board made up of a Non-Executive Chairman, Non-Executive Director, Managing Director, and Medical Director.

The service employs a head of clinical services, 14 bariatric specialist nurses and a team of non-clinical staff. In addition to this, 21 consultants work under practising privileges (permission granted through legislation to work in an independent hospital clinic). The service refer patients to a dietitian and psychologist when these services are needed.

The service has a team of non-clinical staff (patient care team) who are based at the registered location. They are available to take telephone calls Monday to Friday between 8am and 7pm and 10am to 4pm on Saturday and Sunday. The service has an emergency telephone line and patients have access to advice and support from a bariatric nurse from 7am to 10pm Monday to Sunday.

Telephone and face to face appointments with a nurse are available between 8.30am and 9pm Monday to Friday and on Saturdays between 8am and 4pm.

Appointments with consultants vary and depend on the consultant's availability, however appointments are available on evenings and weekends.

How we inspected this service

During this desk-based inspection on 2 June 2020 we reviewed information the provider returned to us to check that the provider had made improvements in line with our recommendations. This report only covers our findings in relation to those requirements.

Are services safe?

During our previous inspection in January 2020 we rated the service as Requires improvement for providing Safe services. This was because we identified safety concerns during the inspection. The service did not have effective systems or processes in place to identify, mitigate and monitor risks from where clinical services were being delivered. The service did not have effective processes in place for the management of DBS checks or for confirming the identity of people using the medical weight loss service. The service did not have effective arrangements for the management of healthcare waste.

During this desktop inspection, the provider sent us evidence which demonstrated they had reviewed and improved systems following our inspection in January 2020, to ensure they had effective systems and processes to monitor and manage risk.

Safety systems and processes

The provider had improved the service's safety systems.

- During the January 2020 inspection we found the provider did not complete a risk assessment for non-patient facing staff in the absence of a DBS (Disclosure and Barring Service) check to determine risk. During this inspection, the provider told us, following our inspection, all non-clinical staff had received an appropriate level DBS check and they sent us evidence to show they had amended their procedures to ensure all staff had an appropriate level DBS check before starting employment with the service. (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).
- During our previous inspection, we found arrangements for the management of healthcare waste were not clear and the provider's policy on healthcare waste did not provide sufficient information to staff on their roles and responsibilities in the management of healthcare waste. The provider sent us evidence, following our inspection, to show they had amended systems and processes to improve the management of healthcare waste.
- This included evidence to show the provider had amended service level agreements to reflect the responsibilities of the licensor's of where the service operated from including that the licensors were responsible for the management of healthcare waste at each site. The provider had also reviewed and amended their policies and processes to clarify nursing responsibilities. From nurse meetings minutes we viewed we saw that appropriate staff had received the updated information.
- During our previous inspection, staff told us that a senior member of the management team visited each site at least once a year to carry out visual checks of equipment and the facilities to ensure the site continued to meet the service's needs. These visits were not formally recorded at the time of the previous inspection, and the provider was not able to demonstrate if all risks had been identified and effectively managed. The provider told us, following our inspection in January 2020, they had reviewed their processes and with immediate effect commenced recording all visits on their shared management system.
- During this desktop inspection, they sent us evidence that showed visits by management were being recorded and premises were checked as fit for purpose, cleaning activity schedules and equipment functionality was checked and management checked that safeguarding procedures were visible as well as general health and safety measures in line with service level agreements.
- During our previous inspection, we found that the service carried out basic environmental risk assessments such as fire and health and safety before deciding to use a site to ensure it was safe to deliver services from. However, the provider was not able to provide evidence that all sites had effective Legionella management plans in place. (Legionella is a bacterium that grows in water systems). During this inspection, the provider sent us evidence to show they had improved processes to include a risk assessment and management plan for Legionella for each site they delivered services from.
- The provider also sent us evidence to show they had improved processes for recording information related to health and safety and infection prevention and control. Following our inspection, in January 2020, the provider had asked all nursing staff to complete an online electronic cleaning schedule when a clinic had taken place to ensure the room was fit for purpose including equipment checks. The online cleaning schedules were monitored by the clinical services manager.

Safe and appropriate use of medicines

Are services safe?

The service had reliable systems for appropriate and safe handling of medicines.

- At our previous inspection, we found the provider did not have an effective system in place to confirm the identity of people using the medical weight loss service. Following our inspection, the provider had implemented a new process to confirm the identity of people using the medical weight loss service. They were using an external independent identification verification service to help confirm identity of patients before a prescription was issued and provided evidence to show they had updated relevant protocols. Meeting minutes we viewed showed appropriate staff had received training on new processes.

Track record on safety and incidents

The service improved their system to record incidents.

During our inspection in January 2020 we found the provider did not have effective systems for recording and managing all significant events and incidents. During this desktop inspection, the provider sent us evidence demonstrating they had improved policies and systems to manage all incidents. From meeting minutes we saw staff had been provided with refresher training.