

# Castleton Health Centre

## Quality Report

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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 service	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	

# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out our first announced comprehensive inspection at Castleton Health Centre on 3 February 2015. The overall rating for the practice was Good. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At that time our key findings were as follows:

Within the key question safe, recruitment and safeguarding were identified as requiring improvement, as the practice was not meeting the legislation at that time. The areas where the practice was told they must make improvement were as follows :

- Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 which corresponds to Regulation 10 of the Health and Social Care Act 2008 (Regulated Activities) Regulation 2014. The registered person did not assess the risks to people's health and safety and could not evidence that all staff had the qualifications, competence, skills and experience to keep people safe.

- Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 11 (1)(a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. No policies were in place for the safeguarding of children or vulnerable adults. There was no record of safeguarding training for any staff although clinical staff stated they had been trained in safeguarding children. Non-clinical staff had not been told how to escalate safeguarding concerns.
- Regulation 19 (1)(a)(b)(2)(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 21(a)(i)(ii)(b) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The registered person did not operate robust recruitment procedures to ensure they only employed fit and proper staff.

This most recent inspection was an announced focused inspection carried out on 11 January 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 3 February 2015. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The overall rating for the practice remains as good.

# Summary of findings

Our key findings were as follows:

- There was a health and safety representative and we saw evidence of risk assessments of the practice undertaken every three months. All staff had received health and safety training including fire safety. All gas and electrical equipment had been checked to ensure it was safe.
- The practice had introduced up to date policies for the safeguarding of children and vulnerable adults. All staff had received level 3 safeguarding training and they understood how to escalate safeguarding concerns to the safeguarding lead and directly to the safeguarding community team if appropriate.
- The provider's recruitment policy included a requirement for the check of professional registration and qualifications, and consideration of a Disclosure and Barring Service (DBS) check. We saw that checks that staff were of good character had been obtained and other evidence, such as a check of a staff member's identity, and DBS checks for all staff were kept on the personnel files.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### Are services safe?

The practice is rated as good for providing safe services.

On inspection we reviewed documentary evidence to demonstrate how they had improved their practices in relation to the key question Safe since the last inspection.

The evidence the practice supplied to satisfy the improvements that they were told to make included :

- There was a health and safety representative and we saw evidence of risk assessments of the practice undertaken every three months. All staff had received health and safety training including fire safety. All gas and electrical equipment had been checked to ensure it was safe.
- The practice had introduced up to date policies for the safeguarding of children and vulnerable adults. All staff had received level 3 safeguarding training and they understood how to escalate safeguarding concerns to the safeguarding lead and directly to the safeguarding community team if appropriate.
- The provider's recruitment policy included a requirement for the check of professional registration and qualifications, and consideration of a Disclosure and Barring Service (DBS) check. We saw that checks that staff were of good character had been obtained and other evidence, such as a check of a staff member's identity, and DBS checks for all staff were kept on the personnel files.

At the inspection on 3 February 2015 the practice was also told that they should :

- Formalise meetings held between clinicians and other staff and keep a record of those meetings; keep a record of training that staff completed to ensure it was up to date.

At this inspection we saw evidence that this had been done.

Good



### Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 3 February 2015. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



# Summary of findings

## Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection 3 February 2015. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



## Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection 3 February 2015. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



## Are services well-led?

The practice is rated as good for well led services.

This rating was given following the comprehensive inspection 3 February 2015. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection 3 February 2015. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



### People with long term conditions

The practice is rated as good for the care of people with long-term conditions

This rating was given following the comprehensive inspection 3 February 2015. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



### Families, children and young people

The practice is rated as good for the care of families, children and young people

This rating was given following the comprehensive inspection 3 February 2015. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



### Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students)

This rating was given following the comprehensive inspection 3 February 2015. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Good



### People whose circumstances may make them vulnerable

The practice is rated as good for the care of working age people whose circumstances may make them vulnerable

Good



# Summary of findings

This rating was given following the comprehensive inspection 3 February 2015. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## **People experiencing poor mental health (including people with dementia)**

The practice is rated as good for the care of working age people experiencing poor mental health (including people with dementia)

This rating was given following the comprehensive inspection 3 February 2015. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

**Good**



# Castleton Health Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

An announced focused visit was carried out by a Primary Medical Services Inspector

## Background to Castleton Health Centre

Castleton Health Centre is a purpose built two storeys building in the Castleton area of Rochdale.

There are six partners at the practice, four male and two female and a part time salaried GP. There are also three practice nurses, a locum nurse, a primary care technician, a practice and office manager and reception and administrative staff. They are also a GP training practice and there was a junior GP at the time of our inspection who was able to see patients under the guidance of one of the partners.

The practice opening hours are as follows :

**Monday** 08:30 - 12:00 13:30 - 18:00

**Tuesday** 08:30 - 12:00 13:30 - 18:00

**Wednesday** 09:00 - 12:00 13:30 - 18:00

**Thursday** 08:30 - 12:00 13:30 - 18:00

**Friday** 08:30 - 12:00 13:30 - 18:00

**Saturday Closed Sunday Closed**

The practice offer evening appointments one night a week to help patients who struggle to get in in usual hours due to commitments such as work. Between 8am – 8:30 am and 6pm – 6:30pm, Monday to Friday the out of hours services were available.

Services are commissioned under a General Medical Services (GMS) contract and at the time of our inspection 9731 patients were registered with the practice.

The practice had a higher than average number of older patients.

Castleton Health Centre have opted out of providing out-of-hours services to their patients. This service is provided by a registered out of hours provider.

## Why we carried out this inspection

We undertook a comprehensive inspection of Castleton Health Centre on 3 February 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report following the inspection on Month Year can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Castleton Health Centre on 11 January 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.



# Detailed findings

## How we carried out this inspection

We visited Castleton Health Centre on 11 January 2017. During our visit we spoke with the practice manager, reviewed information and checked that :

- Health and Safety checks had been carried out and the risks were appropriately assessed

- Policies, procedures and personnel files had been updated and contained appropriate information
- Staff had undertaken appropriate training
- Personnel files had been updated

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

Previously the practice was rated as requires improvement for providing safe services and this focused inspection was carried out to check that the improvements had been made. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how it had improved its practices in relation to the overview of safety systems and processes since the last inspection.

The evidence the practice supplied to satisfy the improvements that they were told to make included :

### Safe track record and learning

- We saw that the practice held regular meetings with regard to safety. Staff knew how to escalate events of significance and there were clear policies and procedures available on desk top computers for staff to refer to. Formalised meetings were held between clinicians and other staff and a record of those meetings was kept.

### Monitoring risks to patients

- The practice had introduced up to date policies for the safeguarding of children and vulnerable adults. All staff had received level 3 safeguarding training and they understood how to escalate safeguarding concerns to the safeguarding lead and directly to the safeguarding community team if appropriate.
- The provider's recruitment policy included a requirement for the check of professional registration and qualifications, and consideration of a Disclosure and Barring Service (DBS) check. We saw that checks that staff were of good character had been obtained and other evidence, such as a check of a staff member's identity, and DBS checks for all staff were kept on the personnel files.

### Arrangements to deal with emergencies and major incidents

- There was a health and safety representative and we saw evidence of risk assessments of the practice undertaken every three months. All staff had received health and safety training including fire safety. All gas and electrical equipment had been checked to ensure it was safe.

# Are services effective?

(for example, treatment is effective)

## Our findings

The practice is rated as good for providing effective services. This rating was given following our inspection of 3 February 2015. At this inspection we found that the practice

remained good for providing effective services. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Are services caring?

### Our findings

The practice is rated as good for providing caring services. This rating was given following our inspection of 3 February 2015. At this inspection we found that the practice

remained good for providing caring services. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

The practice is rated as good for providing responsive services. This rating was given following our inspection of 3 February 2015. At this inspection we found that the practice

remained good for providing responsive services. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

The practice is rated as good for providing well led services. This rating was given following our inspection of 3 February 2015. At this inspection we found that the practice

remained good for providing well led services. The full comprehensive report following the inspection on 3 February 2015 can be found by selecting the 'all reports' link for Castleton Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).