

# QUANTUM CLINIC LIMITED

# Quantum Clinic

## Inspection report

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### Overall summary

We carried out an announced comprehensive inspection on 2 August 2018, where we found that the service was not providing safe care in accordance with the relevant regulations. We carried out an announced focused inspection on 27 February 2019 to ensure that the service was providing care in accordance with the relevant regulations.

#### **Our findings were:**

##### **Are services safe?**

We found that this service was providing safe care in accordance with the relevant regulations.

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the service was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

CQC inspected the service on 2 August 2018 and asked the provider to make improvements regarding ensuring that accurate, complete and contemporaneous notes were being maintained securely in respect of each service user. We checked this area as part of this focused inspection and found this had been resolved.

Quantum Clinic is an independent healthcare provider. The clinic provides a private service focused on providing a nutritional, environmental and integrative medicines approach to adult patients with chronic health issues. The services are provided only to adult patients.

The service is registered with CQC under the Health and Social Care Act 2008 for two activities. These being, treatment of disease, disorder and injury, and, diagnostic and screening procedures.

Dr Aryandokht Tavakkoli is the registered manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

#### **Our key findings were:**

- Staff had the information they needed to provide safe care and treatment. Shared information was clearly recorded in patients' medical notes.

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

# Quantum Clinic

## Detailed findings

### Background to this inspection

Quantum Clinic is a private practice service based in Lewes, East Sussex. The registered provider is Quantum Clinic Ltd. The address of the service is:

27 South Street

East Hoathly

Lewes

East Sussex

BN8 6DS

The service is run from rooms on the ground floor of a house which is owned by the provider.

The service provides a range of services including consultations that encompass functional medicine that would run alongside any standard allopathic medicine approaches. Functional medicine is the practice of medicine that attempts to identify the root cause of the patient's problem taking account of factors such as environmental exposures, lifestyle factors and biochemical imbalances.

The surgery times are 9am to 4pm Tuesday to Friday. The service consists of a medical director. The clinic had previously employed other staff and were expecting to do so in the future.

The inspection on 27 February 2019 was led by a CQC inspector.

Information was gathered from the provider and reviewed before the inspection. During our visit we:

Spoke with the medical director.

Looked at information the practice used to deliver care and treatment plans.

Reviewed documents relating to the service.

To get to the heart of patients' experiences of care and treatment, we always ask the following five questions:

Is it safe?

Is it effective?

Is it caring?

Is it responsive to people's needs?

Is it well-led?

These questions therefore formed the framework for the areas we looked at during the inspection.

# Are services safe?

## Our findings

At our inspection in August 2018 we found that this service was not providing safe care in accordance with the relevant regulations. This was because the service did not have effective systems for the recording of information to deliver safe care and treatment. Information shared with other professionals was not entered into the patient notes but kept as separate emails.

At this inspection, 27 February 2019, we found that improvements had been made.

### **Information to deliver safe care and treatment**

Staff had the information they needed to deliver safe care and treatment to patients.

- Individual care records were written and managed in a way that kept patients safe. The care records we saw showed that information needed to deliver safe care and treatment was available to relevant staff in an accessible way.
- The service had systems for sharing information with staff and other agencies to enable them to deliver safe care and treatment.
- Information shared with other professionals was recorded. We viewed three sets of patient records and saw that where information was shared with other professionals via email, this was also recorded in the patient notes. For example, an email to a patient's GP informing them of symptoms that may require further investigation had been copied into the patient record so that information was kept in one place. The registered provider also showed us that information previously stored on secure emails had been transferred into the medical records of patients who had been discharged from the service.