

Hampshire Travel and Vaccination Clinic

Inspection 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 location

Inadequate 

Are services safe?

Inadequate 

Are services effective?

Inadequate 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Inadequate 

Overall summary

Previously we carried out an announced comprehensive inspection at Hampshire Travel and Vaccination Clinic on 21 May 2019 to follow up on breaches of regulations identified at a previous inspection in March 2018.

As a result of our inspection in May 2019, we served a warning notice to the provider following a breach of Regulation 18: Staffing, of the Health and Social Care Act 2008 (Regulated Activities) 2014. We also issued requirement notices in relation to Regulation 12: Safe care and treatment, and Regulation 17: Good governance. Following our inspection in May 2019, the practice was rated as inadequate overall.

We carried out an announced focused follow-up inspection at Hampshire Travel and Vaccination Clinic on 9 July 2019 to confirm if the practice had met the legal requirements in relation to the warning notice served after our previous inspection in May 2019. We found that the service had met the majority of the requirements of the warning notice and were actively seeking appropriate arrangements to be fully compliant with the warning notice. This report covers our findings in relation to that warning notice only.

We based our judgement of the quality of care at this service on a combination of:

- What we found when we inspected.
- Information from the service.

At this inspection we found that improvements had been made to the service's staff training, clinical supervision and appraisal processes. We were satisfied that sufficient progress against the warning notice had been made.

Our key findings were:

- The sole employee of the service had completed appropriate safeguarding training for both adults and

children. They were also able to demonstrate appropriate knowledge about safeguarding concerns and what their response would be when faced with a safeguarding concern.

- The sole employee of the service had completed appropriate online training modules covering infection prevention and control, fire safety, and information governance.
- The sole employee of the service was actively seeking arrangements to complete basic life support and anaphylaxis training.
- The sole employee of the service had undertaken a formal clinical supervision of one of their patient consultations and received written feedback. This was now in line with the service's own policy.
- The sole employee of the service had received a formal appraisal. This was now in line with the service's own policy.

The areas where the service **should** make improvements are:

- Confirm arrangements to provide appropriate basic life support and anaphylaxis training to the sole employee of the service.
- Review the service's training policy to include information on appropriate training modules to be completed by staff which is relevant to their role.

The full report of the service's previous inspection, published on 5 July 2019, should be read in conjunction with this report. The service was not rated at this inspection and remains rated as Inadequate until a full comprehensive inspection is carried out by the Care Quality Commission. Therefore, the overall rating remains Inadequate.

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

Our inspection team

The inspection was led by a CQC inspector who had access to advice from a specialist advisor.

Background to Hampshire Travel and Vaccination Clinic

Hampshire Travel and Vaccination Clinic is the only registered location of the registered service Hampshire Health Limited. Hampshire Health Limited offer a range of services including aesthetic treatments and renting out of consultation rooms. We only inspected the location of Hampshire Travel and Vaccination Clinic at this inspection.

Hampshire Travel and Vaccination Clinic is located in the small town of Emsworth in Hampshire on the border with West Sussex. The travel clinic is open between 9am and 5pm from Tuesdays to Fridays.

The address of the service is:

Hampshire Health Limited,
97 Emsworth Road,
Hampshire,

PO10 7LF.

Hampshire Travel and Vaccination Clinic provides a comprehensive travel service which includes travel health advice, consultations and travel vaccinations. Other vaccinations are also available such as flu vaccinations. All services incur a consultation and treatment charge to patients. Costs vary depending upon the type of consultation and treatment. The service is also a Yellow Fever vaccination centre.

During our visit we:

- Spoke with the registered manager, who is the sole employee of the service.
- Reviewed evidence relating to staff training records, clinical supervision and staff appraisals.

Are services safe?

At our previous inspection on 21 May 2019, we had found shortfalls in staff training at the service which led to the service being issued with a Warning Notice under the Health and Social Care Act 2008 (Regulated Activities) 2014. At our follow up inspection on 9 July 2019, we found the service had made improvements as required by the Warning notice.

Safety systems and processes

The service had clear systems to keep people safe and safeguarded from abuse.

- The sole employee of the service provided evidence to demonstrate they had received up-to-date safeguarding and safety training appropriate to their role. For example, they had completed safeguarding adults' level 2 training on 6 July 2019 and safeguarding children level 3 training on 5 July 2019. This indicated that the service was now in line with both intercollegiate documents with regards to safeguarding competencies of its staff.
- The sole employee of the service was able to demonstrate they knew how to identify and report safeguarding concerns appropriately.
- The sole employee of the service had evidence to demonstrate they had completed an appropriate training module in fire safety on 5 July 2019.

- The sole employee of the service had evidence to demonstrate they had completed infection prevention and control training, specifically aimed at clinical staff, on 5 July 2019.

Risks to patients

There were systems to assess, monitor and manage risks to patient safety.

- As a registered healthcare professional, the sole employee of the service understood their responsibilities to manage emergencies and to recognise those in need of urgent medical attention. However, the sole employee of the service had not yet completed appropriate up to date training in Basic Life Support and Anaphylaxis, but we saw evidence to demonstrate the service was actively seeking arrangements to complete this training.
- We confirmed with the sole employee of the service that their previous Level 3 Emergency First Aid at Work training course, completed in March 2018, had included cardiopulmonary resuscitation. However, the course was recognised as not being fully appropriate for a travel clinic administering travel vaccinations as it had not included training on anaphylaxis. (Anaphylaxis is a severe allergic reaction which can be a rare complication following a vaccine).

Are services effective?

At our previous inspection on 21 May 2019, we had found shortfalls in staff training, staff appraisals and clinical supervision processes at the service which led to the service being issued with a Warning Notice under the Health and Social Care Act 2008 (Regulated Activities) 2014. At our follow up inspection on 9 July 2019, we found the service had made improvements as required by the Warning notice.

Effective staffing

Staff had the skills, knowledge and experience to carry out their roles.

- We saw evidence to demonstrate that the sole employee of the service had completed appropriate training modules via an appropriate online training provider. For example, we saw completed training certificates for infection prevention and control, information governance, safeguarding adults and children and fire safety training.

- The sole employee of the service had also proactively completed an Immunisation and Vaccination Update online training module on 8 July 2019.
- The sole employee of the service provided evidence to demonstrate they had received a formal appraisal. Three objectives had been appropriately identified for them to work towards over a 12-month period. The appraisal was dated 4 July 2019 and was scheduled to be completed in 12 months' time. This was in line with the service's own policy for staff to receive an appraisal.

The sole employee of the service provided evidence to demonstrate they had received a written feedback record following an observation of one of their clinical consultations. The clinical observation session took place on 26 June 2019 and we were told that this would be completed on a quarterly basis.

Are services well-led?

At our previous inspection on 21 May 2019, we had found shortfalls in staff training, staff appraisals and clinical supervision processes at the service which led to the service being issued with a Warning Notice under the Health and Social Care Act 2008 (Regulated Activities) 2014. At our follow up inspection on 9 July 2019, we found the service had made improvements as required by the Warning notice.

Culture

- The service had implemented its own processes in relation to providing staff with the development they needed. This included appraisals and career development conversations. The sole employee of the service had received an appraisal on 4 July 2019. The appraisal included appropriate objectives for the sole employee to work towards over a 12-month period.
- The service had implemented its own process in relation to observing clinical consultations. We saw an observed consultation of the sole employee of the service had taken place on 26 June 2019. We were told this would be repeated on a quarterly basis and be in line with the service's own policy regarding clinical supervision.

Governance arrangements

- During this inspection, the service was able to demonstrate it was now following its own policies in relation to staff appraisals and clinical supervision observations.
- The service confirmed it would be reviewing its training policy to ensure its contents were more appropriate and reflected the additional training modules not previously considered to be required by staff.
- The service confirmed it was reviewing its Standard Operating Procedures in relation to staff training and staff appraisals to ensure they included the necessary competencies required by staff engaged in providing the travel clinic services.

Managing risks, issues and performance

- The service had implemented its process to monitor current and future performance. Performance of clinical staff was demonstrated through observation of their consultations. We saw evidence of an observed consultation taking place with the sole employee of the service on 26 June 2019 and written feedback had been provided.
- The sole employee of the service had now been trained for major incidents, such as fire safety, and was actively seeking arrangements to undertake basic life support and anaphylaxis training.