

Fountains Medical Practice

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



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 19th January 2016. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breach. We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. 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 Fountains Medical Practice on our website at www.cqc.org.uk

Our key findings were as follows:

- Action had been taken to ensure the recruitment procedures were improved and the required information in respect of workers was obtained. A policy for periodically renewing DBS checks was not in place.
- Action had been taken to address the areas identified at the last inspection where improvements should be made.

The area where the provider should make improvements is:

- A policy for periodically renewing DBS checks should be put in place.

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?

Improvements had been made to the recruitment procedure and the required information in respect of workers was obtained to ensure the suitability of staff for employment. A policy for periodically renewing DBS checks was not in place.

Good



Summary of findings

Areas for improvement

Action the service **SHOULD** take to improve

- A policy for periodically renewing DBS checks should be put in place.

Fountains Medical Practice

Detailed findings

Why we carried out this inspection

We undertook an announced focused inspection of Fountains Medical Practice 26th September 2016. This

inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 19th January 2016 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe? This is because the service was not meeting legal requirements in relation to recruitment checks of staff.

Are services safe?

Our findings

At the comprehensive inspection of the practice on 19th January 2016 we looked at a sample of recruitment records and found that there was no evidence that two of the clinical members of staff had received a Disclosure and Barring service (DBS) check (these checks provide employers with an individual's full criminal record and other information to assess the individuals suitability or the post). At this inspection we saw evidence of a DBS check for both staff.

At the comprehensive inspection we also found that there was no evidence of references for two members of staff. At this inspection we were provided with evidence that references had been taken for four new members of staff employed to work at the practice. The references for two locum GPs were not from their current employer. This was addressed following the inspection. At this inspection we were also provided with evidence that the Performers List was checked prior to the employment of GPs and a system had been introduced for undertaking periodic checks of continuing registration with the Performers List and

General Medical Council (GMC). Some of the DBS checks for GPs were several years old and there was not a policy in place for their renewal. A policy for periodically renewing DBS checks should be put in place.

At the comprehensive inspection of the practice on 19th January 2016 we also identified some improvements that should be made to the service. At this inspection a number of these improvements had been made. We were provided with records to demonstrate reviews of significant events were taking place and that formal meetings were held to discuss significant events, complaints and the operation of the service. All staff had received an appraisal and the system for identifying and monitoring the training needs of staff had been reviewed. The nurses and health care assistant had undertaken child safeguarding training at Level 2 which is recommended by the Royal College of Nursing. The practice manager had identified some staff needed refresher training in information governance and health and safety and one administrative member of staff who had no patient contact had not received adult and child safeguarding training. A plan was in place for this training to be completed in October 2016.