

Dr Khawaja Masood Munir

Deansgate Surgery

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Summary of findings

Overall summary

We inspected but did not rate this service.

Not all areas in the clinic were clean.

During our inspection, the registered manager was unable to demonstrate their assurance that all staff had the right to work in the UK and that staff had the training skills and competence to carry out their role.

Surgical records did not always include information about which staff member had performed a procedure.

The service medicines policy did not outline staff responsibilities for administration of medicines.

However:

We observed staff wearing appropriate personal protective equipment during procedures.

Following our inspection, the registered manager carried out the required checks and shared the relevant documents with us to show that all staff had the legal right to work for the service.

Staff received training in administering local anaesthetic injections and annual competency checks were performed.

Summary of findings

Our judgements about each of the main services

Service	Rating	Summary of each main service
Surgery	Inspected but not rated	



Summary of findings

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Summary of this inspection

Background to Deansgate Surgery

Deansgate Surgery is operated by Dr Khawaja Masood Munir. The service is based in Manchester city centre and provides hair transplant cosmetic surgery for private fee-paying adults. The service shares the clinic space with another organisation. Car parking facilities are available via numerous car parks and on-street parking next to the clinic.

The clinic facilities are spread over six clinical rooms, a shared reception and waiting area, a staff room, two consultation rooms and a kitchen. Toilets are available in the corridor outside of the clinic which is shared with other businesses in the building.

The location was previously inspected in May 2022.

How we carried out this inspection

Following our last inspection, we received some intelligence which identified a possible risk to patient safety. We carried out an unannounced focused inspection to follow up on these concerns. The inspection team comprised of three inspectors.

During our visit we spoke with nine members of staff, two patients and the registered manager.

The outstanding actions from the previous inspection in May 2022 were not reviewed in this inspection.

You can find information about how we carry out our inspections on our website: <https://www.cqc.org.uk/what-we-do/how-we-do-our-job/what-we-do-inspection>.

Areas for improvement

Action the service **MUST** take is necessary to comply with its legal obligations. Action a service **SHOULD** take is because it was not doing something required by a regulation but it would be disproportionate to find a breach of the regulation overall, to prevent it failing to comply with legal requirements in future, or to improve services.

Action the service **SHOULD** take to improve:

The service should ensure that they have robust systems in place to assess the risk of, prevent, detect and control the spread of infections.

The service should ensure that medicines policies outline staff responsibilities for administering medicines.

The service should ensure that surgical records include information about the roles that each staff member played during a procedure.

Our findings

Overview of ratings

Our ratings for this location are:

	Safe	Effective	Caring	Responsive	Well-led	Overall
Surgery	Inspected but not rated	Inspected but not rated	Not inspected	Not inspected	Not inspected	Inspected but not rated
Overall	Inspected but not rated	Inspected but not rated	Not inspected	Not inspected	Not inspected	Inspected but not rated

Surgery

Inspected but not rated



Safe

Inspected but not rated



Effective

Inspected but not rated



Are Surgery safe?

Inspected but not rated



We inspected but did not rate this service.

Cleanliness, infection control and hygiene

The service did not always control infection risk well. Staff used some equipment and control measures to protect patients, themselves and others from infection. However, equipment and the premises were not always visibly clean.

Not all clinic areas were clean and well-maintained. The floor of the room where equipment was sterilised was not clean and the work surface was broken which meant there was a risk that it could not be cleaned effectively.

Clinic areas which were not in use on the day of our inspection had not been cleaned following their last use. We saw open dressing packs and used coffee cups which had not been cleared away and floors which were not clean.

We saw a general waste bins with no lid which was stored directly below the machine used to sterilise clinical equipment.

We did not see any evidence that the clinic had a colour coding system in place for cleaning.

Mops were not stored in line with best practice guidelines and we did not see that replacement mop heads were available or that there was a process in place for mop heads to be cleaned or replaced.

Clinic rooms that were in use at the time of our inspection appeared clean and staff were observed wearing appropriate personal protective equipment (PPE).

Are Surgery effective?

Inspected but not rated



We inspected but did not rate this service.

Competent staff

The service made sure staff were competent for their roles. Managers appraised staff's work performance.

Surgery

On the day of our inspection, the registered manager was unable to show inspectors how they were assured that all staff working for the service had the right to work in the UK. However, following our inspection, the registered manager carried out the required checks and provided us with the evidence that all staff had the required paperwork to work for the service.

Hair technicians working for the service told inspectors that they were administering local anaesthetic injections. On the day of our inspection, the registered manager was unable to provide any records of training or competency checks for all staff delivering local anaesthetic injections. The registered manager told us that training was delivered using a PowerPoint presentation and a practical session. Staff that we spoke with told us that they had not received a PowerPoint presentation during training. In addition, service policies did not always outline staff responsibilities. For example, the medicines policy did not contain any information about lidocaine administration being delegated to hair technicians. This meant there was a risk that staff may not understand their responsibilities.

Following our inspection, the registered manager provided training and appraisal records for all hair technicians who deliver injections and take blood samples.

Surgical records did not contain details of which staff member completed which part of the procedure. This meant that if an incident occurred, it may be difficult for the registered manager to look back at the event and identify potential competency issues.

We inspected the service due to concerns about the roles that hair technicians were allegedly carrying out during the surgery. However, during our inspection, we did not see any evidence that hair technicians were working above their scope of competence or training.