

G4S Health Services (UK) Limited

South West SOE Service

Inspection report

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Overall summary

We carried out a focused inspection of healthcare services provided by G4S at the Bristol Sexual Assault Referral Centre (SARC) on August 16th, 2022.

We carried out this focused inspection using our inspection powers under section 60 Health and Social Care Act 2008. The purpose of this focused inspection was to determine if the services provided by G4S were meeting the legal requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 following an earlier inspection in April 2022 where a breach of regulation 15 Premises and Equipment was found. The inspection was led by a CQC inspector who was supported by another CQC inspector.

During this inspection we only focused on the following question:

Are services Safe?

We found that this service was providing safe care in accordance with Regulation 15.

We do not currently rate services provided in SARCs

Background

The South West (SW) Sexual Offence Examiners (SOE) service provides forensic medical examiners and forensic nurse examiners to six Sexual Assault Referral Centres (SARCs) across the South West of England. The SARCs are based within:

- Exeter
- Truro
- Plymouth

Summary of findings

- Gloucester
- Bristol
- Swindon

The Police and Crime Commissioner commissions the SW SOE Service. The service is available 24 hours a day, seven days a week (including public holidays) to provide advice to police, agencies and the public. The service delivers acute forensic examinations and provides support following recent sexual assault and sexual violence. The G4S service is commissioned to see Adults and children 24 hours a day, seven days a week. During working hours there are separate services working alongside G4S that are commissioned to see Children under 18 within working hours and some limited hours over weekend days.

For the purpose of this inspection we inspected the South West SOE provision of doctors and nurses (who will be referred to as SOEs throughout the report) to perform forensic medical examinations only, and not the activity or staff that were based within the SARCs as the SARC staff were employed by different providers. We only visited the Bristol site.

At the time of inspection, the regional clinical lead was a member of the Faculty of Forensic and Legal Medicine (FFLM) and five of the doctors and one nurse had received FFLM training in forensic medical examinations.

During this inspection we spoke with the registered manager who is also the regional clinical lead, and the lead SOE for the Bristol site and checked the action plan sent by the provider that set out what they would do to improve the standards of quality and safety. We also reviewed the following documents:

- Infection control audits since April 2022
- Minutes of meetings with the local NHS trust provider
- Audits of cleanliness performed by the registered manager that were unannounced to the SOEs.

G4S provide the forensic medical service, and as a condition of registration must have a person registered with the Care Quality Commission as the registered manager. Registered managers have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated regulations about how the service is run. The registered manager for the SW SOE Service was the regional clinical lead for the provider.

During our inspection in April 2022 we identified that the provider was in breach of CQC regulations. We issued a Requirement Notice in relation to Regulation 15 of the Health and Social Care Act 2008 (Regulation Activities) Regulations 2014; Premises and Equipment.

For more details, please see the full report which is on the CQC website at: <https://api.cqc.org.uk/public/v1/reports/02aef6ba-82e8-4d18-b40a-87ec3cc953b6?20220614080039>

At this revisit inspection we found:

- The environment in the forensic areas was clean and well maintained.
- There was evidence of regular conversations with the NHS provider who provided the SARC services.
- The provider had produced an escalation policy for SOEs to use if a poor standard of cleanliness had been identified.
- Weekly infection control audits as well as unannounced spot checks were completed to assure the SOEs of the cleanliness of the SARC.

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services safe?	No action 



Are services safe?

Our findings

We found that the provider was compliant with Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Safety systems and processes (including Staff recruitment, Equipment and premises)

At our initial inspection in April 2022 we found concerns with the cleanliness of the adult forensic bathroom which led to the forensic examination room in the Bristol SARC site. This meant there was an increased risk of spread of infection and contaminated patient samples.

During this focused inspection we observed both the forensic bathroom, examination room and waiting area were clean. The ceiling grill that had previously been full of dust was clean and dust free and the SOEs had removed the waste and used linen bins, which we found at the initial inspection.

The NHS provider who ran the SARC, the registered manager and lead SOE held weekly compliance meetings. Minutes we reviewed had a standing agenda item for any concerns that the provider had regarding cleanliness. This ensured cleanliness issues could be raised and resolved swiftly.

We also saw evidence of a newly created escalation standard operating procedure with regards to the appropriate escalation of concerns around the cleanliness of the SARC, with details of whom SOEs can raise concerns to. This ensured all SOEs were aware of who and how to raise concerns in relation to the standard of cleanliness in the SARC forensic areas.

We saw evidence of monthly infection control audits which included handwashing audits, uniform checks and waste management, for example. Each audit was 100% compliant for the Bristol SARC, which also met the providers compliance target.

The registered manager had commenced unannounced spot checks of the Bristol SARC and we saw evidence that two spot checks undertaken since April 2022 found no concerns with the cleanliness of the forensic rooms.