

# East Horsley Medical Centre

## 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 effective?

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 16 October 2014. Breaches of legal requirements were found during that inspection within the effective domain. After the comprehensive inspection, the practice sent us an action plan detailing what they would do to meet the legal requirements in relation to the following:

- The practice must ensure that the practice's mandatory training for staff is completed and monitored to ensure that time frames for renewal do not lapse. This includes ensuring staff have completed relevant training for safeguarding children and vulnerable adults.

We undertook this focused inspection on 10 August 2015 to check that the provider had implemented their action 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 on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Our key findings across the areas we inspected were as follows:-

- The practice had ensured that all staff were up to date with the practice's mandatory training and we saw training certificates for staff which confirmed this to be the case. We saw that the practice manager was monitoring time frames for training and had maintained a comprehensive training record for all staff.

### 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 effective?**

The practice is now rated Good for delivering Effective services

At our last inspection we found that staff had received some training appropriate to their roles. However, some training the practice required staff to undertake had not been completed including adult safeguarding, resuscitation and equality and diversity.

At this inspection we found all staff were up to date with the practice's mandatory training, which included safeguarding children and vulnerable adults, basic life support (including resuscitation) and equality and diversity.

**Good**



# Summary of findings

## What people who use the service say

We did not speak with people who use the service during this focused inspection.

# East Horsley Medical Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

Our inspection team was led by a CQC Lead Inspector.

### Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on

16 October 2014 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014

Breaches of legal requirements were found. As a result we undertook a focused inspection on 10 August 2015 to follow up on whether action had been taken to deal with the breaches.

# Are services effective?

(for example, treatment is effective)

## Our findings

### Effective staffing

At our previous inspection we found that not all staff training was up to date. We saw that from 19 administration staff, including the practice manager and business manager, only seven staff had up to date training on basic life support (including resuscitation). No administration staff had received training on adult safeguarding and records showed that only five administration staff members had received equality and diversity training. Ten administration staff had not received fire training, no administration staff had received training in infection control and nine had not received training for information governance. Records also indicated that nursing staff were not up to date with training. For example, four out of eight nurses did not have a date recorded for infection control training and two had no date for resuscitation training or safeguarding children.

At this inspection we found that all staff had received mandatory training and were up to date with their training requirements. The practice manager was able to show us a detailed record of staff training and the dates completed. We were able to see training certificates for staff who had completed training in safeguarding children and vulnerable adults, basic life support (including resuscitation), fire awareness, information governance, infection control and equality and diversity. We spoke with five members of staff who told us that they were aware of their training requirements and that the practice supported them in order to complete this. They also told us that they could put forward ideas for training and that the practice would be open to suggestions. We saw that the practice manager was reviewing other areas of training for staff including, chaperone training, dementia training and challenging patients.