

# Vaccination UK Limited

## Inspection report

5 Portmill Lane  
Hitchin  
SG5 1DJ  
Tel: 01462459595  
[www.travelvaccination.co.uk](http://www.travelvaccination.co.uk)

Date of inspection visit: 19 May 2021  
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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

Not inspected

Are services well-led?

**Requires Improvement**



# Overall summary

The key question is rated as:

Are services well-led? – Requires improvement

We carried out an announced comprehensive inspection at Vaccination UK Limited on 9 March 2018. We found that this service was not providing safe and well-led care in accordance with regulations. Requirement notices were served in relation to breaches identified under Regulation 12 Safe care and treatment, Regulation 17 Good governance and Regulation 18 Staffing. We carried out an announced focused inspection on 20 November 2018 to check on the areas identified in the previous requirement notices and found this had been resolved.

We carried out an announced comprehensive inspection at Vaccination UK Limited on 9 October 2019. We found that this service was not providing well-led care in accordance with the relevant regulation. A requirement notice was served in relation to breaches identified under Regulation 17 Good governance. We told the provider they must establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The comprehensive report on the March 2018 inspection, the focused report on the November 2018 and comprehensive report on the October 2019 inspection can be found by selecting the 'all reports' link for Vaccination UK Limited on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We carried out an announced focused desk based review of Vaccination UK Limited on 19 May 2021 to follow up on breaches of regulation.

Vaccination UK Limited is a private clinic providing travel health advice, travel and non-travel vaccines, blood tests for antibody screening and travel medicines such as anti-malarial medicines to children and adults. In addition, the clinic holds a licence to administer yellow fever vaccines.

Vaccination UK Limited is also commissioned to the NHS in the provision of child immunisation services.

This location is registered with CQC in respect of the provision of advice or treatment by, or under the supervision of, a medical practitioner, including the prescribing of medicines for the purposes of travel health.

The clinic is registered with the Care Quality Commission under the Health and Social Care Act 2008 to provide the following regulated activities:

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury.

The provider has a registered manager in place. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

## Our key findings were:

- The provider had systems, processes and practices in place to keep people safe.
- Information for clients about the services available was easy to understand and accessible.
- The service had a clear vision and strategy.

# Overall summary

- There was a clear leadership structure and the service had policies and procedures to govern activity. Whilst the overarching governance arrangements had been improved, we found not all governance structures, systems and processes were effective in enabling the provider to identify, assess and mitigate risks to clients, staff and others.

The area where the provider **must** make improvements as they are in breach of regulation is:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

**Dr Rosie Benneyworth BM BS BMedSci MRCGP**

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

The desk based review was carried out by a CQC inspector who had access to advice from a specialist advisor.

## Background to Vaccination UK Limited

Vaccination UK Limited was established in the UK in 2007 and provides travel clinic services from their head office located at 5 Portmill Lane, Hitchin, Hertfordshire, SG5 1DJ. The telephone number is 01462 459595. The website addresses are [www.travelvaccination.co.uk](http://www.travelvaccination.co.uk) and [www.schoolvaccination.uk](http://www.schoolvaccination.uk).

The travel clinic offers the following services:

- Travel vaccinations.
- Immunisations undertaken in various locations such as schools and influenza in the workplace.
- Private medical consultations.
- Medical screening examinations and assessments.
- Practice nurse duties including ear syringing, blood taking (venepuncture) and cervical screening, sexual health and covid-19 screening for asymptomatic patients.

The service operates three satellite clinics and appointments are available at various times throughout the week from Monday to Saturday. The satellite locations are:

1. Axis BMC Travel Clinic, Evegate Business Park, Station Road, Smeeth, Ashford, Kent. TN25 6SX.
2. Winchester Travel Clinic, 1 Stockbridge Road, Hampshire, SO22 6RN.
3. Southampton Travel Clinic, 79 Bedford Place. Southampton. SO15 2DF.

Vaccination UK Limited has continued to provide a similar level of service to clients across the four locations during the pandemic.

Vaccination UK Limited has been commissioned to provide the NHS school aged vaccination programme in Dudley, Walsall, Wolverhampton, Sandwell, Worcestershire, Herefordshire and 10 London Boroughs (seven in North East London, two in North Central London and one in the City of London). The service provides BCG clinics in East London (BCG is a vaccine primarily used against tuberculosis) and has also been sub-contracted by Hertfordshire Community NHS Trust to deliver the flu vaccination programme in all schools across Hertfordshire.

From September 2021, Vaccination UK Limited will also be working with Hertfordshire NHS Community Trust to deliver the school aged influenza programme across Peterborough, Cambridgeshire and East of England.

Appointments with a travel nurse at the clinic in Hitchin are available between 2pm and 6pm on Mondays, between 8.15am and 2pm on Tuesdays, between 9am and 1pm on Wednesdays, between 10am and 7pm on Thursdays, between 9am and 1pm on Fridays and between 11am and 2pm one Saturday each month.

Appointments with a GP are available between 1pm and 3pm on Wednesdays three times a month and from 9am to 11am one Saturday a month.

# Are services well-led?

## **We have rated well-led as Requires improvement because:**

During our previous inspection in October 2019 we found:

- The provider had not always completed sufficient recruitment checks to ensure references had been obtained for employees.
- Not all non-clinical staff members had completed child safeguarding training and some clinical staff members had not completed safeguarding children refresher training within the previous 12 months.
- Not all clinical and non-clinical staff members had an up-to-date record of their immunity status and the service did not have a risk assessment in place for these staff members.
- Regular infection control audits were completed. However, the latest audit had not included all patient areas.
- The service had not completed all of the water temperature checks as recommended within the Legionella risk assessment. (Legionella is a term for a particular bacterium which can contaminate water systems in buildings).
- The service did not have a comprehensive and effective system in place to ensure all staff received an appraisal on a regular basis.
- At the time of our previous inspection, the General Data Protection Regulation (GDPR) policy had not been reviewed and was not easily accessible to all staff members.

Although improvements had been made in the above areas since our last inspection in October 2019, we found other improvements were required to support good management processes and effective risk mitigation in some areas.

## **Leadership capacity and capability;**

### **Leaders had the capacity and skills to deliver high-quality, sustainable care.**

- Leaders were knowledgeable about issues and priorities relating to the quality and future of services. They understood the challenges, had identified areas which required strengthening and were addressing them.
- The provider had effective processes to develop leadership capacity and skills.
- The service had recruited a new Head of Human Resources in January 2021 and had demonstrated improvements in their record keeping and staffing management systems and processes.
- The service was investing in their Human Resources department and were in the process of employing a Recruitment Officer and Recruitment Administrator.

## **Governance arrangements**

### **There were no clear responsibilities, roles and systems of accountability to support good governance and management in some areas.**

- Structures, processes and systems to support good governance and management were in place, however these arrangements were not always followed in line with policy. The service had made improvements following our previous inspection. However, at the time of our inspection we found the service did not have the required information to ensure the immunity status and appropriate vaccinations were in place for all clinical staff members. The number of staff records which included immunity status had improved and the service continued to offer the required vaccinations to staff members as required. The service told us that all outstanding records would be completed by the end of June 2021.

# Are services well-led?

- The service normally carried out annual staff appraisals between April to July each year and told us many of their bank staff did not work for a long period of time during the COVID-19 pandemic and many staff were furloughed. The service told us any outstanding appraisals were currently in the process of being completed. Documents we viewed, showed there had been an improvement in the overall management of the appraisals system. The service told us that all staff appraisals would be completed by the end of July 2021.
- The service had experienced challenges with organising face to face training due to the COVID-19 pandemic. The service told us that they had plans in place to be in a position to offer in-house mandatory training to all staff members and were supporting two senior immunisation nurses to train in teaching mandatory training. Documents we reviewed, showed all staff members had completed mandatory training online relevant to their roles, including safeguarding children training.
- Leaders had established proper policies, procedures and were increasing activities to ensure safety and assure themselves that they were operating as intended. The provider had updated their General Data Protection Regulation (GDPR) policy and had taken steps to ensure the policy was easily accessible to all staff members.

## Managing risks, issues and performance

### **There were clear processes for managing risks, issues and performance.**

- Governance structures, systems and processes were effective and enabled the provider to identify, assess and mitigate risks to clients, staff and others.
- The service had processes in place to manage current and future performance and were focused on making improvements where required.
- The service had an effective system in place to ensure water temperature checks were carried out on a regular basis, in accordance with the recommendations set out in the Legionella risk assessment.
- Employment references for all staff members had been carried out, or a risk assessment has been undertaken.
- Comprehensive infection prevention and control audits were carried out on a quarterly basis and the service acted on any issues identified.
- The provider had reviewed and updated the information available to patients on their website.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The systems or processes that enabled the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk had not been effective in all areas. In particular:</p> <p>Not all clinical and non-clinical staff members had an up-to-date record of their immunity status.</p> <p>Records showed gaps in appraisals for both clinical and non-clinical staff members.</p> <p>This was in breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Good governance.</p>