

# Sunnah Circumcision Service at Maryam Centre

## Inspection report

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Date of inspection visit: 05/03/2022  
Date of publication: 22/03/2022

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

Good



Are services safe?

Inspected but not rated



# Overall summary

We carried out an unannounced focused inspection of Sunnah Circumcision Service at Maryam Centre on 5 March 2022, as a result of concerns raised with the CQC about service users not being asked to provide identification.

This report covers our findings in relation to the specific concerns raised with us which we looked at during our inspection visit, and does not change the current ratings held by the service.

Sunnah Circumcision Service at Maryam Centre was last inspected on 9 December 2020 and was rated as good overall and for all key questions.

Sunnah Circumcision Service at Maryam Centre is an independent health service providing faith and non-faith based non-therapeutic male circumcision for all age groups.

## Our key findings were:

- The service had a process to check service user identification and verify parental responsibility, however this was not being consistently adhered to by staff.
- Staff we spoke with understood the reasons for asking parents for identification.
- We saw one example in records where nothing had been recorded to demonstrate that the parents' identification had been checked.
- During the inspection, one of the service users told us they had not been asked for identification.
- Immediately after the inspection, the provider amended the service's forms to make the recording of checks clearer, and to act as a prompt for the non-clinical staff members.

Although we did not find any breaches of Regulation, the areas where the provider **should** make improvements are:

- Improve systems for checking and recording identification so they are embedded throughout the service.
- Improve the oversight and audit arrangements for monitoring that staff are adhering to the process for checking and recording identification.

**Dr Rosie Benneyworth** *BM BS BMedSci MRCP*

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector, who was accompanied by a second CQC inspector.

## Background to Sunnah Circumcision Service at Maryam Centre

Sunnah Circumcision Service at Maryam Centre is an independent health service located in the London borough of Tower Hamlets. The provider is Dr Mohammad Hossain Howlader, a consultant surgeon.

The service provides faith and non-faith based non-therapeutic male circumcision for all age groups, including adults, although the service primarily sees infants and children. The service's patients are often seen for single treatments and, as such, the service does not have a patient list.

The service carries out circumcisions at the Maryam Centre, which is rented from the East London Mosque, and does not carry out procedures in patients' homes. The service is situated on the sixth floor of the building with access via a lift or stairs.

The service's clinical team consists of two doctors and a nurse surgical practitioner. The clinicians are supported by two non-clinical staff members.

Procedures take place from 9am to approximately 6pm on Saturdays and Sundays, dependent on patient demand.

The provider is registered with CQC to provide the regulated activity of 'Surgical procedures'.

### **How we inspected this service:**

We reviewed information about the service in advance of our inspection visit. This included:

- Data and other information we held about the service;
- Information available on the service's website.

During the inspection visit we:

- Spoke with the provider consultant surgeon and the two non-clinical staff members;
- Reviewed the service's records and documentation;
- Spoke with service users.

This was a focused inspection and therefore we only looked at one aspect of the 'Safe' key question, relating to checking and recording of patient identification.

# Are services safe?

## Risks to patients

The service had a process to check service user identification and verify parental responsibility, however this was not being consistently adhered to by staff.

- Concerns were raised with the CQC prior to this inspection about adult service users not being asked to provide identification to check parental responsibility when attending with their children for circumcision.
- The service had a process for checking and recording identification. The service used a stamp on the consent form, which the non-clinical staff members then ticked or circled to demonstrate that parents' identification had been checked for children undergoing circumcision.
- We saw the text messages which the service sends to the adult booking an appointment for a child's circumcision. As well as advising them of matters relating to the child's comfort and the procedure itself, the text message also states that both parents' attendance and consent is required for the appointment, as well as the parents' identification and the birth certificate or 'red book' for the child (the Personal Child Health Record, also known as the 'red book', is a national standard health and development record given to parents or carers at a child's birth).
- Staff we spoke with understood the reasons for asking parents for identification. Non-clinical staff members told us that it is important that they obtain consent from both parents for the child's circumcision, so staff check identification to know that the baby is the service users' and that they are its parents.
- We reviewed completed records and consent forms for clinics held on 20 February 2022, 26 February 2022, 27 February 2022, and 5 March 2022. From these records, we saw that there was a form from one of the clinics where there was nothing recorded to demonstrate that the parents' identification had been checked (out of a total of 55 records checked).
- We spoke with three sets of parents during the inspection who were attending for their child's circumcision. For two sets of parents, both parents told us they had been asked for and had shown identification. For one set of parents, one parent said they had been asked for identification and had shown their driving licence, however the other parent told us they not been asked for any identification. When we raised this with the provider, we saw that a non-clinical staff member was then sent to check that parent's identification.
- When we spoke with the provider, they advised there may have been lapses by the non-clinical staff members in not asking for identification or recording staff checks. This was explained as a training need and the provider said they will remind staff of the importance of doing this. The provider stated that, once the child and parents enter the surgery room for the procedure, they always double-check that both parents are present, by speaking with them and asking them to confirm the child's date of birth, and that they double-check that both parents consent to the circumcision.
- The provider said that, to address this issue, they will introduce briefing sessions before each clinic session where they will remind the non-clinical staff members of the necessity of checking both parents' identification and recording this. The provider said they will also start a process for checking the completed records and consent forms after clinic sessions.
- Immediately after the inspection, the provider amended the service's forms to include a section which separates out the specific identification checks for the mother and for the father, sets out what identification has been seen for the

# Are services safe?

child (whether this was their birth certificate or 'red book'), and asks the checking staff member to sign it. The provider told us that this new documentation will ensure the recording process is clearer, it would act as a prompt for the non-clinical staff members to ask for both parents' identification, and in signing the document the non-clinical staff members would feel more accountable for the process.