

# Dinas Lane 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

Are services safe?

**Good**



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

This is the report from our announced focused inspection of Dinas Lane Medical Centre.

We previously undertook a comprehensive inspection on 10 February 2015. We rated the service as requires improvement for providing safe services. We issued a Requirement Notice as a result of our findings and requested an action plan.

The provider is rated as good for providing safe services at this inspection. Our key findings were:

- The provider had met the Requirement Notice regarding satisfactory recruitment records.
- A legionella risk assessment had been carried out and action taken.
- The fire risk assessment had been updated and the practice had carried out a fire drill. Staff had received additional training.
- Information relating to the control of hazardous substances had been assessed and staff had received training.

**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 safe?**

The practice is rated good for providing safe services. The practice had made improvements in risk assessments for recruitment processes and health and safety.

**Good**



# Dinas Lane Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

a CQC Lead Inspector.

## Background to Dinas Lane Medical Centre

We previously undertook a comprehensive inspection on 10 February 2015. We rated the service as requires improvement for providing safe services. We issued a Requirement Notice for incomplete recruitment records as a result of our findings and requested an action plan.

Dinas Lane Surgery is located in a residential area in Huyton, Merseyside, which is a deprived area of the country. There were approximately 10,000 patients registered at the practice at the time of our inspection. The practice treated all age groups but there was a larger than average proportion of elderly patients and patients in nursing homes compared to the national average.

The practice has four GP partners, four salaried GPs and a GP registrar, a nurse practitioner, two Practice Nurses, reception and administration staff and a pharmacy advisor.

The practice is normally open 8.00am to 6.30pm Monday to Friday. The practice also offered Saturday morning appointments. Patients requiring a GP outside of normal working hours are advised to contact 111.

The practice has a PMS contract and also offers enhanced services for example; various immunisation and learning disabilities health check schemes. The practice is a training practice for both GP registrars and medical students.

## Why we carried out this inspection

We carried out a focused inspection of the services under section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We carried out a planned inspection to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 and to provide a rating for the services under the Care Act 2014.

## How we carried out this inspection

The inspector :-

- Carried out an announced inspection visit on 13 November 2015.
- Spoke to the practice manager.
- Reviewed the practice's procedures.

# Are services safe?

## Our findings

At our previous inspection on 10 February 2015, we found there were no:-

- Risk assessments for those staff working with patients who had not received a disclosure and barring services check (DBS). These checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.
- Legionella risk assessments.
- Control of substances hazardous to health (COSHH) risk assessments that are stipulated in the practice's health and safety policy.
- Regular fire drills and updates to the practice's fire risk assessment.

At this inspection, risk assessments for all staff who had not previously had a DBS check had been completed. All staff now requiring a DBS check had either received an up to date check or had applied for one.

We also reviewed procedures in place for monitoring and managing risks to patient and staff safety. Since our

previous inspection, the practice manager had attended additional training courses about health and safety and had carried out a variety of risk assessments including for fire safety, Legionella and COSHH.

There was an on-line fire risk assessment that could be constantly updated with any actions taken. There was an action plan in place to address any shortfalls. Several actions had been completed such as, additional training of staff to be fire wardens for the practice, regular fire equipment checks and fire drills.

The Legionella risk assessment identified the need for some maintenance work to be done on the property and this had been completed. In addition, there was now regular monitoring of the temperature of water outlets.

The practice manager had reviewed all hazardous materials used in the practice such as cleaning materials and had arranged stock orders for the same materials to be used all the time. COSHH risk assessments for all materials had then been carried out. Data information sheets for staff were available so they knew what to do in the event of accidental spillage or contamination of skin, eyes or inhalation of any material. Cleaners had received additional information and training. Reception staff had received training for dealing with spillages.