

Holmedale Health

Inspection report

The Consulting Rooms, 34 Denmark Road
Exeter
EX1 1SE
Tel: 07947523038
www.hm-skinbeautiful.com

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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		Good	
Are services safe?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

This service is rated as Good overall.

The service was registered with Care Quality Commission (CQC) on 20 November 2019 and this is the first inspection since registration.

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Holmedale Health as part of our planned inspection programme.

Holmedale Health is a registered location, the provider of which is Sovereign Clinics Limited who refer to the location as Skin Beautiful Medical & Cosmetic Clinic.

This service is registered with CQC under the Health and Social Care Act 2008 as Holmedale Health in respect of some, but not all, of the services it provides. There are some exemptions from regulation by CQC which relate to particular types of regulated activities and services and these are set out in Schedule 1 and Schedule 2 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Holmedale Health, the service, provides a range of non-surgical cosmetic interventions, for example, Botox injections which are not within CQC's scope of registration. Therefore, we did not inspect or report on these services. We inspected those procedures offered by Holmedale Health which are regulated activities, for example, Polydioxanone (PDO) thread lifts, amino acid injections and vitamin B12 injections.

Sovereign Clinics Limited is led by the two company directors. Care and treatment at Holmedale Health is carried out by one of the directors who is a registered nurse and who is also the nominated individual and the registered manager. We will refer to this person as the nominated individual throughout this report. 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.

The second director, who is the business manager carried out business and administration tasks, attended each clinic and welcomed clients, spoke with clients when booking appointments and provided chaperone support when required.

There were no other staff working within the service.

Following the inspection three people provided positive feedback about the service by telephone.

Overall summary

Our key findings were:

- The service had established safety procedures to keep clients safe. This included safeguarding them from abuse.
- Infection prevention and control systems and processes were effective. The nominated individual had introduced additional measures to reduce the risk from COVID-19.
- The nominated individual kept up to date in their specialist field and reviewed and monitored care and treatment to ensure the services provided were effective.
- Clients were treated with kindness and respect. The nominated individual delivered a patient centred service and involved clients in decisions about their care.
- The nominated individual organised and delivered services to meet patient's needs.
- Clients were able to contact the nominated individual six days a week for information and advice.
- Clients were advised of treatment prices in advance.
- Clients had access to the complaints process.
- The nominated individual and business manager reviewed the service strategy and supporting business plans to provide a good outcome for clients.
- The nominated individual and business manager worked together to ensure the continuity and flexibility of the service to meet the needs of clients.
- The nominated individual welcomed and encouraged feedback and communication with clients.

Whilst we found no breaches to regulation the areas where the provider **should** make improvements are:

- The provider should assess whether Disclosure and Barring Service (DBS) checks are required prior to people starting work within the service.
- The provider should consistently monitor and record the temperature of any equipment used to maintain the safety and effectiveness of medicines.
- The provider should consider access to interpretation and translation services for clients whose first language was not English.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC inspector and supported by a clinical specialist advisor.

Background to Holmedale Health

Holmedale Health is operated by Sovereign Clinics Limited from The Consulting Rooms, 34 Denmark Road, Exeter, Devon, EX1 1SE. Sovereign Clinics Limited has one other clinic registered with the CQC in England.

A link to the clinic's website is below:

www.hm-skinbeautiful.com

Clients can contact the clinic by telephone from 8am to 8pm from Monday to Saturday. Clinic appointments are available each week on a Thursday.

Holmedale Health first registered with CQC in November 2019 and is registered to provide services to clients over the age of 18, although the provider stated the age of clients is generally over 25.

The provider is registered to provide the following regulated activities; diagnostic and screening procedures, treatment of disease, disorder or injury and surgical procedures.

The clinic is in a residential area in Exeter. There is very limited parking on site but there is on street parking and public car parks are available within a five minute walk.

How we inspected this service

Before the inspection, we asked the provider to send us information about the service. This was reviewed prior to the site visit.

We also reviewed information held by CQC on our internal systems.

During the inspection we spoke with the provider, reviewed documentation and records including clinical records.

We made observations of the premises, facilities and the service provided.

The provider described people using their service as “clients” so from here on in this is how they will be referred to in the report.

To get to the heart of clients' experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions therefore formed the framework for the areas we looked at during the inspection.

We spoke with three clients by telephone following the inspection. Their feedback was positive, and they were satisfied with the service they had received.

Are services safe?

We rated safe as Good because:

- Holmedale Health had established safety procedures to keep clients safe including safeguarding them from abuse.
- Infection prevention and control systems and processes were effective and had been updated to reflect additional measures to reduce the risk from COVID-19.

Safety systems and processes

The service had clear systems to keep people safe and safeguarded from abuse.

- The nominated individual rented a room in premises which were suitable for carrying out the regulated activities. The owner of the premises carried out safety risk assessments. For example, fire and legionella. The business manager was aware of the content of the risk assessments and had access to these. This provided assurances that the service was being delivered from premises which were safe and suitable for the care and treatment provided.
- Holmedale Health had systems to safeguard children and vulnerable adults from abuse. The safeguarding policy and procedure provided information and guidance regarding safeguarding adults and children from abuse and the actions to take if abuse was identified or suspected. The nominated individual was able to share with us the actions they had taken to safeguard a patient.
- Holmedale Health required that children did not attend appointments with clients and information relating to this was provided at the initial telephone call and/or assessment appointment. The service was not provided to people under the age of 18.
- The nominated individual demonstrated they had completed and received a Disclosure and Barring Service (DBS) check for themselves. Following discussion at the inspection a DBS check had been carried out for the business partner. The business manager provided an administrative role but on occasions provided a chaperone service for the patient and the nominated individual. The nominated individual told us they would renew their DBS check after a period of time, in line with the recommendations of the DBS. DBS 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.
- The nominated individual was trained at level three safeguarding adults and children.. The nominated individual knew how to identify and report concerns. The business manager acted as a chaperone when required and had completed the required training.
- There was an effective system to manage infection prevention and control (IPC). The nominated individual had IPC policies and procedures which had been reviewed and updated and included information on reducing the risk from COVID-19. The nominated individual last carried out an annual audit of their IPC procedures and the premises in December 2021. On review this showed the nominated individual was compliant with their own policy and procedures and national guidelines.
- The clinic rooms used by the nominated individual had access to hand washing facilities, hand sanitising gel and paper towels. Personal protective equipment (PPE) was available including gloves, aprons, masks and visors for use by the nominated individual and clients during and after their appointments. We saw masks were always worn inside the building to reduce the risk of infection from COVID-19. Clients of the service were asked to wear disposable overshoes when entering the clinical room and the nominated individual changed their clothes and footwear on entering or leaving the clinical premises.
- We spoke with three clients after the inspection. All three clients felt confident with the COVID-19 measures that the nominated individual had in place. They also told us that the premises were clean, and that staff wore appropriate PPE.
- The nominated individual and business manager had completed training in infection prevention and control relevant to their clinical and administrative roles respectively.

Are services safe?

- The nominated individual ensured that facilities and equipment were safe, and that equipment was maintained according to manufacturers' instructions. Single use equipment was used for procedures and we saw the equipment was packaged and stored safely and in date.
- There were systems for safely managing healthcare waste which included the use of foot operated bins, colour coded rubbish bags and secure safe storage of the waste until it was collected.
- The nominated individual had completed fire safety training and was aware of the action to take should there be a fire. They were aware of the fire risk assessments which had been completed for the premises, by the landlord, of the building of which the nominated individual rented a room from.
- The nominated individual carried out appropriate environmental risk assessments to ensure the premises were safe for individual people attending the service. These considered the profile of people using the service and those who may be accompanying them. The nominated individual clarified during the initial booking call whether the patient had reduced mobility, which required level access, and could book a specific clinic room to ensure accessibility.

Risks to clients

There were systems to assess, monitor and manage risks to patient safety.

- The nominated individual was the only clinician within the service and was supported with administration and chaperoning tasks, when required, by the business manager who was available at each clinic held.
- Holmedale Health did not use agency or locum staff.
- The nominated individual understood their responsibilities to manage emergencies and to recognise those in need of urgent medical attention. They knew how to identify and manage clients with severe infections, for example sepsis.
- There were appropriate indemnity arrangements in place.
- The nominated individual had access to medicines to respond to medical emergencies which were stored securely in the clinic room. The nominated individual followed a checking system to ensure these were in date and ready to use.
- There was access to a defibrillator in the reception area. The nominated individual had undertaken training in basic life support, resuscitation and emergency first aid. In a medical emergency support would be summonsed from other clinicians working in the building and from the local NHS ambulance service.
- Holmedale Health gave patient information and guidance leaflets relating to their treatment and after care. The advice included possible side effects and the action to take, including the use of antibiotics if required.

Information to deliver safe care and treatment

The nominated individual had the information they needed to deliver safe care and treatment to clients.

- Individual care records were written and managed in a way that kept clients safe. The care records we saw showed that information needed to deliver safe care and treatment was recorded in a paper template. The nominated individual carried out and recorded a detailed assessment which included the clients' medical history, their expectations from the procedure, advice and information given and consent from the patient. Following the procedure, the records clearly identified the care and treatment provided and any after care guidance and treatment provided.
- Holmedale Health had systems for sharing information with staff and other agencies to enable them to deliver safe care and treatment. Clients were asked for consent to share information with their GP and prior to referring to other nominated individual s. We were shown copies of letters which had been shared with GPs and other clinicians.
- There were arrangements within the service for the safe storage of patient records. The nominated individual told us records were always stored securely in locked filing systems including when in transit to the clinic. Computerised records were password protected with the password known only to the nominated individual and business manager.
- Holmedale Health had a system in place to retain medical records in line with Department of Health and Social Care (DHSC) guidance if they ceased trading.

Are services safe?

- Clinicians made referrals in line with protocols and up to date evidence-based guidance.
- The nominated individual had attended training regarding the management of records, information governance, data security and the General Data Protection Regulation (GDPR).
- We saw the nominated individual had carried out an information governance audit in December 2021.

Safe and appropriate use of medicines

Holmedale Health had reliable systems for appropriate and safe handling of medicines.

- The nominated individual gave advice on medicines in line with legal requirements and current national guidance. The nominated individual followed guidance from specialist clinicians, up to date research, the manufacturers of the product used in the procedure and a national specialist training company regarding the use of prophylactic antibiotics following PDO thread lifts. A PDO thread lift is a procedure that uses dissolvable sutures to rejuvenate and lift sagging skin.
- The systems and arrangements for managing medicines, emergency medicines and equipment minimised risks. The nominated individual, as an independent prescriber, used the services of an online pharmacy to order prescriptions electronically through the online pharmacy for individual clients. Medicines were either delivered to the patient or the clinic. The reception staff, who were employed by the landlord for the purpose of directing individuals to the relevant organisation, supported the nominated individual in receiving and signing for the medicines and securing them immediately in a locked medicines cabinet.
- Medicines which required cool storage were not delivered to the service premises but to the nominated individual directly. These were secured in a medicines fridge and the nominated individual monitored and recorded the temperatures to ensure the medicines were kept safely. When transporting medicines which required cool storage to the clinics, a medical cool box was used. The cool box had a digital thermometer which showed the temperature on the outside of the box and was fitted with an alarm to alert the nominated individual if the temperature was not within the correct range. However, there was not written record to evidence the cool box temperatures had been monitored. The nominated individual implemented a written record during the inspection.
- The nominated individual ensured they kept their knowledge up to date, by accessing national guidelines and information, to ensure their prescribing was in line with best practice guidelines for safe prescribing. As part of the revalidation programme for nurses, the nominated individual sought clinical oversight from a peer which included a review of their medicine prescribing.
- Holmedale Health did not prescribe or store any controlled drugs (medicines that have the highest level of control due to their risk of misuse and dependence).
- The nominated individual carried out an audit of the medicines processes and systems within the service in December 2021. The audit had shown Holmedale Health was compliant with their medicines management policy and procedure and no actions were identified.

Track record on safety and incidents

Holmedale Health had a good safety record.

- There were comprehensive risk assessments in relation to safety issues. For example, the nominated individual had carried out a risk assessment regarding staff safety and lone working. The business manager attended each clinic and was available for support in an emergency. The reception team, who were not employed by Holmedale Health but by the landlord of the building, were on a separate floor to the clinic room. On the day of the inspection the nominated individual had no access to an alarm or device to summons assistance in an emergency aside from their mobile telephone. However, following discussion with the nominated individual arrangements were made immediately which meant a 'panic' alarm would be available to alert reception staff in an emergency.

Are services safe?

- Clinical care, treatment or procedures were not carried out after 5pm. While the clinic remained open, other clinicians working in the building were available to support to in a medical emergency. Appointments after 5pm included assessments and follow up visits only.
- The nominated individual reviewed their activity and discussed good practice, complex cases or concerns within a national forum made up of other clinicians when necessary. This helped to understand risks and gave a clear, accurate and current picture that led to safety improvements.

Lessons learned and improvements made

Holmedale Health had a system to enable them to learn and make improvements should things go wrong.

- There was a system for recording and acting on significant events. However, the nominated individual told us they had not had to report a significant event at this clinic. The nominated individual discussed with us how they would address any significant events if necessary.
- The nominated individual was aware of their requirements of the Duty of Candour legislation. They told us if necessary they would write to a patient, provide an apology and explanation and ensure the patient was satisfied with the response. We were unable to see evidence of this process as there had not been an incident or complaint where this applied.

Are services effective?

We rated effective as Good because:

- The nominated individual kept up to date in their specialist field and reviewed and monitored care and treatment to ensure the services provided were effective.

Effective needs assessment, care and treatment

The nominated individual had systems to keep up to date with current evidence based practice. We saw evidence they assessed needs and delivered care and treatment in line with current legislation, standards and guidance (relevant to their service)

- The nominated individual assessed needs and delivered care in line with relevant and current evidence-based guidance and standards. For example, the National Institute for Health and Care Excellence (NICE) best practice guidelines and following the manufacturer's instructions when carrying out PDO thread lifts.
- Clients' immediate needs were fully assessed. Where appropriate this included their clinical needs and their mental and physical wellbeing. The nominated individual shared examples of when they would refer the patient to a specialist clinician when the assessment indicated they could not meet the patient's needs safely or effectively.
- We saw no evidence of discrimination when making care and treatment decisions.
- Arrangements were in place to deal with repeat clients. The nominated individual saw clients for follow up care and treatment.

Monitoring care and treatment

Holmedale Health was actively involved in quality improvement activity.

- Holmedale Health used information about care and treatment to make improvements.
- The nominated individual had reviewed the templates for recording the initial assessment of the patient. Following this review, they had added additional prompts to the form to assist with completing a more detailed assessment.
- The business manager had reviewed the systems to ensure security of computerised records and found the two-step password system secure.
- An infection control audit had been carried out and as a result all bins were now foot operated in all clinical rooms used.

Effective staffing

The nominated individual and business manager had the skills, knowledge and experience to carry out their roles.

- The nominated individual and the business manager were the directors of Sovereign Clinics Limited which provided services as Holmedale Health (as currently registered with CQC) which is a sub organisation of Sovereign Clinics Limited. Their roles and responsibilities were clearly defined with the nominated individual carrying out all clinical assessments and procedures. The business manager was responsible for administration and IT provision within the service.
- The nominated individual was registered with the Nursing and Midwifery Council and was up to date with their revalidation. Revalidation is the process by which nurses demonstrate they are fit to practice and renew their registration.
- The nominated individual had attended specialised training to ensure they kept up to date with the procedures carried out at the clinic.
- The business manager had completed training relevant to their role in the business management role.

Are services effective?

- Up to date records of skills, qualifications and training were maintained for both the provider and the business manager.

Coordinating patient care and information sharing

The provider worked well with other organisations, to deliver effective care and treatment.

Clients received coordinated and person-centred care. There were examples of when the nominated individual referred clients to, and communicated effectively with, other services when appropriate. For example, GPs, clinical psychologists and consultants.

- Before providing treatment, the nominated individual ensured they had adequate knowledge of the patient's health, any relevant test results and their medicines history. We saw examples of clients being signposted to more suitable sources of treatment to ensure safe care and treatment.
- All clients were asked for consent to share details of their consultation. The nominated individual showed evidence of information shared with the GP.

Supporting clients to live healthier lives

The nominated individual was consistent and proactive in empowering clients and supporting them to manage their own health and maximise their independence.

- The nominated individual gave people advice and guidance so they could self-care following their treatment.
- Before the treatment/procedure, risk factors were identified and discussed with the patient. Following treatment, the patient was provided with contact details for them to be able to speak with the nominated individual if they had concerns. For example, should they experience discomfort, pain or swelling.
- Where clients needs could not be met by Holmedale Health, staff redirected them to the appropriate service for their needs.

Consent to care and treatment

Holmedale Health obtained consent to care and treatment in line with legislation and guidance.

- Through our discussion with the nominated individual they demonstrated they understood the requirements of legislation and guidance when considering consent and decision making.
- Clients were supported to make decisions and the nominated individual had undertaken training about the Mental Capacity Act (2005). The nominated individual planned to attend further training regarding mental health illness and conditions which were relevant to the service provided.
- We spoke with three clients following the inspection. Two of these clients told us the nominated individual had asked for their permission to contact their GP if it was necessary and had provided the contact details.
- Clients told us their written consent had been requested and provided before beginning treatment. They said the treatment procedure and risks were clearly explained to them before giving their consent. The nominated individual told us they had on occasions shown a video of the procedure to clients to help them make an informed decision before giving their consent.
- The nominated individual and business manager had both completed chaperone training. Clients told us that they were asked for their consent if others were to be present in the room during their treatment.

Are services caring?

We rated caring as Good because:

- Clients were treated with kindness and respect. The provider delivered a patient centred service and involved them in decisions about their care.

Kindness, respect and compassion

The nominated individual and the business manager treated clients with kindness, respect and compassion.

- The nominated individual stated that they sought feedback from clients after every appointment. We reviewed written feedback from 15 clients on the quality of clinical care they received. All 15 clients reported feeling satisfied with the care they received and how they had been treated.
- We spoke with three clients after the inspection. All three clients felt confident in the nominated individual's clinical abilities and described staff as kind and approachable.
- Clients described the nominated individual as professional and respectful. During our discussions the provider demonstrated they understood clients' personal, cultural, social and religious needs and showed an understanding and non-judgmental attitude to all clients.
- Holmedale Health provided timely support and information to clients.

Involvement in decisions about care and treatment

The nominated individual helped clients to be involved in decisions about care and treatment.

- Interpretation services were not available for clients who did not have English as a first language. The nominated individual told us clients could bring family or a friend to assist them with understanding the conversation. However, this did not ensure the accuracy of the translation or promote the client's confidentiality. On occasions the nominated individual had recommended another service provider who could provide translation or interpretation services to the clients.
- Clients told us that information was provided verbally and in writing to help them to be involved in decisions about their care.
- Clients told us that they felt listened to and supported by the nominated individual. They told us that treatment options were discussed during consultations to enable them to make an informed decision about their choice of treatment.
- Clients we spoke with said the cost of the treatment and the follow-up treatment recommended was clearly explained to them before their treatment. Clients told us the nominated individual did not request additional costs after treatment.
- Clients told us that they did not feel pressured into agreeing to procedures beyond the ones the nominated individual had agreed would meet their needs.

Privacy and Dignity

Holmedale Health respected clients' privacy and dignity.

- The provider recognised the importance of people's dignity and respect. We spoke with three clients following the inspection. All three felt that staff respected their privacy and dignity.
- The nominated individual and the business manager had undertaken equality and diversity training.
- Clients were seen on a one to one basis in the clinical room which enabled a private space if they wished to discuss sensitive issues.

Are services responsive to people's needs?

We rated responsive as Good because:

- Holmedale Health was organised to deliver services which met patient's needs.
- Clients were able to contact the nominated individual six days a week for information and advice.
- Clients were advised of treatment prices in advance.
- Clients had access to the complaints process.

Responding to and meeting people's needs

Holmedale Health organised and delivered services to meet clients' needs. It took account of patient needs and preferences.

- The nominated individual understood the needs of their clients and improved services in response to those needs. Later appointments were available for clients who wished to attend after working hours for their initial assessment. Clinical procedures were not performed after 5pm as a reduced number of clinicians were in the building should there be an emergency situation.
- The facilities and premises were appropriate for the services delivered. Arrangements were made to support clients with restricted mobility and the nominated individual ensured an accessible clinical room was available for their appointment.
- The business manager had reviewed feedback from clients regarding the accessibility to the clinic and considered holding clinics in different areas and on alternative days.

Timely access to the service

Clients were able to access care and treatment from Holmedale Health within an appropriate timescale for their needs.

- Clients had timely access to initial assessment and treatment. Clients were provided with the contact details for the nominated individual and could contact them for advice, follow up information or to address any concerns.
- Clients were advised of the waiting time for appointment at the initial consultation. Cancellations were minimal and managed appropriately.
- Clients reported that the appointment system was easy to use.
- Referrals and transfers to other services were undertaken in a timely way. For example, the nominated individual worked closely with clinical psychologists who operated from the same premises to refer clients who required this additional support.

Listening and learning from concerns and complaints

Holmedale Health took complaints and concerns seriously and responded to them appropriately to improve the quality of care.

- Information about how to make a complaint or raise concerns was available on the service website.
- Holmedale Health had a complaints policy and procedure which detailed the action to take should a complaint be made.
- The nominated individual had not received any complaints regarding the service provided from this location.
- The nominated individual and business manager had completed training in how to handle complaints and in conflict resolution.

Are services well-led?

We rated well-led as Good because:

- The strategy and supporting business plans were reviewed to provide a good outcome for clients.
- The nominated individual and business manager worked together to ensure the continuity and flexibility of the service to meet the needs of clients.
- The nominated individual welcomed and encouraged feedback and communication with clients.

Leadership capacity and capability;

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

- Holmedale Health was a limited company and was operated by the two directors of the organisation. Their roles were as the nominated individual, who was also the registered manager, and the business manager. They were knowledgeable about issues and priorities relating to the quality and future of services.
- The nominated individual met each patient and carried out their care and treatment.

Vision and strategy

Holmedale Health had a clear vision and credible strategy to deliver high quality care and promote good outcomes for clients.

- There was a clear vision and set of values. Holmedale Health had a realistic strategy and supporting business plan to achieve their priorities.
- Holmedale Health monitored progress against delivery of the strategy. For example, they had identified clients were travelling a considerable distance to attend this location so had secured additional locations, separate to this location to deliver the service from.

Culture

Holmedale Health had a culture of high-quality sustainable care.

- Holmedale Health carried out a detailed assessment for each patient to identify their individual needs prior to any treatment and procedures being planned and provided.
- The nominated individual was aware of and had systems to ensure compliance with the requirements of the duty of candour.
- There were processes for ensuring the nominated individual and business manager kept up to date and skilled in their roles. Arrangements were in place to ensure training was completed and updated.

Governance arrangements

There were systems to support good governance and management.

- Structures, processes and systems to support good governance and management were effective. The governance and management of the service, joint working arrangements and shared services promoted interactive and co-ordinated person-centred care. Holmedale Health worked well with the owners of the premises and had agreed working practices to promote the smooth running of the service.

Are services well-led?

- The nominated individual and business manager were clear on their roles and accountabilities. However, we have received information from the nominated individual following the inspection that the name of the service as registered with CQC was incorrect. This meant the required process in line with regulation requirements had not been followed. Since the inspection we have been informed that the provider intends to submit a notification to change the name of the service.
- There were established policies, procedures and activities to ensure safety and provided assurances the service was operating as intended.
- There were robust arrangements in line with data security standards for the availability, integrity and confidentiality of patient identifiable data, records and data management systems. Paper records were stored at a separate location to the clinic. The nominated individual stated they were held safely in secured filing systems. When being transported they were locked in a portable filing cabinet.

Managing risks, issues and performance

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

- There was an effective, process to identify, understand, monitor and address current and future risks, including risks to patient safety. These included risks relating to COVID-19 and potential risks such as reduction in staffing levels and damage to the premises.
- Holmedale Health had processes to manage current and future performance. The nominated individual could demonstrate their clinical performance through review of their consultations, prescribing and referral decisions. They both had joint oversight of safety alerts, incidents, and complaints. However, the nominated individual told us that at this location there had been no reported incidents or complaints.
- There were plans in place in the event of a major incident. For example, in the event of failure of electronic systems or medical emergencies.

Appropriate and accurate information

The service acted on appropriate and accurate information.

- Quality and operational information was used to ensure and improve performance. Performance information was combined with the views of clients.

Engagement with clients.

Holmedale Health involved clients to support high-quality sustainable services.

- Holmedale health encouraged and heard views from clients. Clients were asked to completed feedback forms following their care and treatment. The nominated individual discussed how they would act on patient feedback to shape the service. At the time of the inspection there had been no complaints to review any action taken by the service.

Continuous improvement and innovation

There was evidence of systems and processes for learning, continuous improvement and innovation.

- There was a focus on continuous learning and improvement. The nominated individual was a member of a forum made up of clinicians who specialised in the care and treatment processes carried out by Holmedale Health. The nominated individual used this forum to keep up to date, share good practice and seek guidance.