

# The Interface Clinic

## Inspection report

55 Carshalton Road  
Sutton  
SM1 4LH  
Tel:  
[www.interfaceclinic.co.uk](http://www.interfaceclinic.co.uk)

Date of inspection visit: 27 Mar 2023  
Date of publication: 04/04/2023

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



# Overall summary

**This service is rated as Good overall.**

The key questions are rated as:

Are services safe? – Good

We carried out an announced focused inspection at The Interface Clinic on 27 March 2023 to follow up on breaches of regulations identified at our previous inspection in September 2022 where we rated safe as requires improvement.

The Interface Clinic is an independent provider of services and provides treatments for skin and subcutaneous lesions requiring surgical management under local anaesthesia.

The practice manager is the registered manager. 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:**

- Risks to patients were assessed and monitored.
- Recruitment and Immunisation records were consistently maintained for clinical and non-clinical staff.
- Infection prevention and control audits were regularly undertaken in both main and branch sites.
- Emergency medicines and equipment were checked regularly.
- Regular formal staff meetings were in place.

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to The Interface Clinic

The Interface Clinic is located at 55 Carshalton Road, Sutton, Surrey SM1 4LH. The provider Interface Specialist Care LTD has two branches located in Mitcham (at Cricket Green Medical Practice) and Leatherhead (at Leatherhead Hospital).

The provider offers treatment for skin and subcutaneous lesions requiring surgical management under local anaesthesia.

The clinical team at the service is made up of a male clinical lead, a female nurse, a female assistant practitioner, and two female healthcare assistants. Since the last inspection, the provider had recruited a female doctor under the Salaried Portfolio Innovation (SPIN) scheme which is a new to practice fellowship scheme. The non-clinical practice team consists of a practice manager and two administrative or reception staff members.

The service is open between 8am and 6pm Monday to Friday and between 8:30am and 4:30pm on Saturdays.

### How we inspected this service

We reviewed a range of information we hold about the service and asked them to send us some pre-inspection information which we reviewed.

During our inspection we:

- Spoke with the practice manager and the clinical lead remotely through video conferencing.
- Reviewed personnel files, practice policies and procedures and other records concerned with running the service.

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.

# Are services safe?

## We rated safe as Good because:

*The provider had systems and procedures which ensured that users of the service and information relating to patients were kept safe. Information needed to plan and deliver care was available to staff in a timely and accessible way.*

## Safety systems and processes

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

- The provider had recruitment procedures to ensure staff were suitable for the role and to protect the public. We looked at recruitment records of three clinical members of staff recruited since the last inspection in September 2022 and found that the recruitment records were consistently maintained. For example, proof of identification, references, qualifications, and registration with the appropriate professional body. The provider held a record of DBS checks for all staff working in the service. 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 service had professional indemnity insurance in place that protected the medical practitioners against claims such as medical malpractice or negligence.
- The provider had infection prevention and control policies and protocols in place and all staff had carried out infection prevention and control training. The provider carried out a detailed infection prevention and control (IPC) audits for the main site and branch sites.
- During the inspection we found that the immunisation records were consistently maintained for staff.
- The provider carried out appropriate environmental risk assessments for the main site and the branch sites, which considered the profile of people using the service and those who may be accompanying them. These risk assessments included fire and health and safety.
- Fire alarm checks and fire drills were regularly undertaken on the main site and branch sites.

## Risks to patients

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

- There was an induction system for all staff tailored to their role. Staff were required to complete training the provider deemed mandatory which included basic or intermediate life support, fire safety, manual handling, information governance and health and safety. We checked the training records for staff and found them to be up to date.
- There were emergency medicines in place in the main and branch sites and regular checks were in place.
- There were appropriate indemnity arrangements in place to cover all potential liabilities.

## Track record on safety and incidents

### The service had a good safety record.

- There were comprehensive risk assessments in relation to safety issues.
- The service monitored and reviewed activity. This helped it to understand risks and gave a clear, accurate and current picture that led to safety improvements.