

# Fulwell 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.

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## Overall summary

The purpose of our visit was to follow up on previous non-compliance at the practice. We did not speak to patients or staff about the service on the day of our visit.

We saw staff were supported to deliver care and treatment to an appropriate standard.

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

<b>Are services safe?</b>	
<b>Are services effective?</b>	
<b>Are services caring?</b>	
<b>Are services responsive to people's needs?</b>	
<b>Are services well-led?</b>	

## Summary of findings

# Fulwell Medical Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

A Care Quality Commission Inspector

### Why we carried out this inspection

We carried out this inspection to check whether Fulwell Medical Centre had taken action to meet the following essential standards:

· Supporting workers

### How we carried out this inspection

We looked at the training records of staff who worked at the practice and carried out a visit on 19 March 2015.

# Are services safe?

## Our findings

We did not inspect this domain as part of our inspection.

# Are services effective?

(for example, treatment is effective)

## Our findings

At our previous inspection on 17 July 2014 we found that the provider did not have

an effective system in place to monitor when training was needed or due for renewal, staff were not supported by way of basic training to perform their roles. Not all of the staff had received an annual appraisal and there was no system in place to monitor this.

At our inspection of 19 March 2015 we asked the practice manager how they knew when training was needed or due to be refreshed. They showed us a folder which was kept for each member of staff where training was logged and an appraisal was kept.

We looked in the staff files of a practice nurse and two members of reception staff. We saw they had all received an appraisal in the last twelve months. There was an identification of each member of staff's training needs. The staff had received training in basic life support, fire safety, health and safety, information governance and safeguarding. Some staff had received additional training in specialist areas such as diabetes and understanding autism.

# Are services caring?

## Our findings

We did not inspect this domain as part of our inspection.

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

We did not inspect this domain as part of our inspection.



## Are services well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

### Our findings

We did not inspect this domain as part of our inspection.