

# CheamFamily Practice: The Knoll & Gander Green Lane

## Quality Report

The Knoll  
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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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of the practice on 16 February 2016. Breaches of legal requirements were found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breach of regulation 12(1) (2) Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We undertook this desk-based focussed inspection on 10 October 2016 to check that the practice had followed their plan and to confirm that they now met the legal requirements. This report covers our findings in relation to those requirements and also where additional improvements have been made following the initial inspection. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Cheam Family Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Overall the practice is rated as Good. Specifically, following the focussed inspection we found the practice to be good for providing safe services.

### Our key findings across all the areas we inspected were as follows:

- Risks to patients were assessed and well-managed, including those related to recruitment checks, monitoring of vaccines stored on the refrigerators, monitoring of cleaning of the premises and fire safety.

There were areas of the practice where the provider should make improvements:

- Improve the practice systems for managing, monitoring and improving outcomes for diabetic patients.
- Improve recording of minutes for multidisciplinary team meetings to ensure patients are monitored effectively.
- Consider improving accessibility in the patient toilet at the Gander Green Lane site for patients with restricted mobility.

**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 as good for providing safe services as improvements had been made.

- Risks to patients were assessed and well-managed, including those related to recruitment checks, monitoring of vaccines stored in the refrigerators, monitoring of cleaning of the premises and fire safety.
- The practice carried out monthly checks of vaccines stored in the refrigerators at both sites and their daily recording logs for fridge temperatures were up to date.

**Good**



# CheamFamily Practice: The Knoll & Gander Green Lane

## Detailed findings

### Why we carried out this inspection

We undertook a desk-based focussed inspection of Cheam Family Practice on 10 October 2016. This is because the service had been identified as not meeting some of the legal requirements and regulations associated with the Health and Social Care Act 2008. From April 2015, the regulatory requirements the provider needs to meet are called Fundamental Standards and are set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Specifically a breach of regulation 12(1) (2) Safe care and treatment of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 was identified.

Our desk based inspection on 10 October 2016 was carried out to check that improvements to meet legal

requirements planned by the practice after our comprehensive inspection on 16 February 2016 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe.

The practice operates from two sites, the main site is known as The Knoll and there is also a branch location known as Gander Green Lane.

During the comprehensive inspection carried out on 16 February 2016 we found that the practice did not have adequate arrangements in place for recruitment checks, monitoring of vaccines stored in refrigerators, monitoring of cleaning of the premises and fire safety.

We also found that the Quality and Outcomes Framework data for diabetic patients was below local and national averages and detailed minutes for multidisciplinary meetings were not kept. Learning points from complaints were not always clearly recorded and limited information about complaints was available for patients in the waiting area. The patient toilet at Gander Green Lane branch was not fully accessible as it did not have handrails.

# Are services safe?

## Our findings

During the comprehensive inspection carried out on 16 February 2016 we found that the practice did not have adequate arrangements in place for recruitment checks, monitoring of vaccines stored in refrigerators, monitoring of cleaning and fire safety.

### Overview of safety systems and processes

The practice maintained daily cleaning records and performed monthly checks on vaccines stored in the refrigerators and the daily recording logs for fridge temperatures were up to date; we saw evidence to support this.

We reviewed two personnel files and found that the practice had undertaken appropriate recruitment checks prior to employment. We saw evidence that the practice had obtained references for staff in line with recruitment requirements.

### Monitoring risks to patients

The practice had carried out a fire drill (complete evacuation) on 21 April 2016 on Gander Green Lane site and had a system in place to undertake yearly fire drills.