

Belmont Hill Surgery

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

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 on 14 April 2016 at Belmont Hill Surgery. At that inspection the practice was rated good overall, but as requires improvement for some aspects of providing safe services. The full comprehensive report on the 14 April 2016 inspection can be found by selecting the 'all reports' link for Belmont Hill Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 18 May 2017 to check that the practice had followed their plan to address the findings we had identified in our previous inspection on 14 April 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice remains rated as good. Following the desk-top review we found the practice to be good for providing safe services.

Our key findings were as follows:

- Cleaning arrangements for the practice had been reviewed which included the implementation of a comprehensive cleaning schedule and audit process.
- Findings from the infection prevention and control audit had been addressed and improvements identified and actioned.
- Processes had been put in place to check emergency medical equipment was fit for use.
- Systems had been implemented to ensure blank printer prescription security and to track their use through the practice in line with national guidance.
- Improvement grant funding had been approved in principle to make adaptations in the practice relating to auditory privacy and accessible toilet facilities.
- An event had been arranged in the practice with Carers Lewisham to promote the identification of carers in the practice.

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 in relation to cleaning, infection prevention and control and the management of emergency medical equipment.

Good



Belmont Hill Surgery

Detailed findings

Why we carried out this inspection

We undertook a comprehensive inspection of Belmont Hill Surgery on 14 April 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The overall rating for the practice was good, but requires improvement for some aspects of providing safe services.

The full comprehensive report on the 14 April 2016 inspection can be found by selecting the 'all reports' link for Belmont Hill Surgery on our website at www.cqc.org.uk.

We undertook a follow up desk-based review of Belmont Hill Surgery on 18 May 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Are services safe?

Our findings

At our previous inspection on 14 April 2016, we rated the practice as requires improvement for providing safe services. This rating was awarded because arrangements in relation to cleaning, infection prevention and control and the management of emergency medical equipment required improvement.

This inspection was a desk-based review carried out on 18 May 2017 to check that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 14 April 2016. We found that the practice had taken a systematic approach to review the findings of the 14 April 2016 inspection and implemented actions to rectify all areas that were recognised as requiring improvement. As a result the practice is now rated as good for providing safe services.

Overview of safety systems and processes

When we inspected the practice on 14 April 2016 we found the practice did not have in place a cleaning schedule which reflected the areas of the practice cleaned and the frequency, the cleaning store cupboard did not have adequate segregation of mops and cloths which posed a risk of cross-contamination and there was evidence of high and low level dust in two of the consulting rooms.

At our inspection on 18 May 2017 we found that the practice had reviewed the cleaning arrangements with its contract cleaner and the findings of our inspection and implemented a comprehensive cleaning schedule which

detailed areas cleaned and frequency. This included a schedule for the deep cleaning of carpeted areas within the premises. The practice evidenced that they monitored the standard of cleaning and storage of cleaning materials through weekly audit and spot checks.

When we inspected the practice on 14 April 2016 we found the practice could not demonstrate that they had actioned all the findings from a previous infection prevention and control audit.

At our inspection on 18 May 2017 we found that the practice had reviewed the findings of the infection control audit in conjunction with the clinical commissioning group nurse lead, implemented an action plan of findings and addressed the improvements identified. For example, ensuring all sharps containers and clinical waste bags were correctly labelled and secured before disposal. The practice had initiated a quarterly audit to ensure compliance. We saw evidence of four audits, the most recent audit undertaken in May 2017.

Arrangements to deal with emergencies and major incidents

When we inspected the practice on 14 April 2016 we found that the practice did not have a system in place to check that emergency medical equipment was fit for use.

At our inspection on 18 May 2017 we found the practice had implemented a system and schedule for the checking of emergency equipment. The practice provided evidence of a monthly check list for the automated external defibrillator (used to attempt to restart a person's heart in an emergency) and oxygen.