

The Haven Practice

Inspection report

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Date of inspection visit: 10/12/2018
Date of publication: 28/01/2019

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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

This practice is rated as Requires Improvement overall.

The key questions at this inspection are rated as:

Are services safe? – Requires Improvement

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Requires Improvement

We carried out an announced comprehensive inspection at The Haven Practice on 12 December 2018 under Section 60 of the Health and Social Care Act 2008, as part of our regulatory functions. The inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

At this inspection we found:

- There was an effective system for reporting and recording significant events.
- The practice's systems, processes and practices did not always help to keep people safe.
- Risks to patients, staff and visitors were not always assessed, monitored and managed in an effective manner.
- Staff did not always have the information they needed to deliver safe care and treatment to patients.
- There were arrangements for managing medicines in the practice to keep patients safe.
- The practice learned and made improvements when things went wrong.
- Reception staff had not received training and were not aware of actions to take if they encountered a deteriorating or acutely unwell patient.
- Staff involved and treated patients with compassion, kindness, dignity and respect.

- Patients were able to access care and treatment from the practice within an acceptable timescale for their needs.
- Results from the national GP patient survey showed that patients' satisfaction with how they could access care and treatment was higher than local and national averages.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- Governance arrangements were not always effective.
- The practice involved patients, the public, staff and external partners to support high-quality sustainable services.

The areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The area where the provider **should** make improvements are:

- Provide awareness training for reception staff on the 'red flag' sepsis symptoms that might be reported by patients and how to respond.
- Consider carrying out an in house patient survey to address some of the results and comments received by patients during our inspection and in the Friends and Family test.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a practice manager specialist adviser.

Background to The Haven Practice

The Haven Practice is located in a residential area of the city of Brighton and Hove. The practice has good transport public links, however parking is limited to on the street meters with spaces hard to come by. There are pharmacies located nearby.

The provider is registered with CQC to deliver the following regulated activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The Haven Practice is situated within Brighton and Hove Clinical Commissioning Group and provides services to approximately 2,600 patients under the terms of a general medical services (GMS) contract. A GMS contract is one between the practice and NHS England where elements of the contract are standard.

The practice is run by a single GP with a further salaried GP. Both of the GPs are female. The practice employs two practice nurses, a health care assistant, a practice manager, a business manager, an assistant manager and

a team of administration staff. There is a pharmacy technician who visits the practice one day per week and who is shared with a cluster of five practices who have formed a GP federation. The practice is open 8.30am to 6.30pm on Mondays, Tuesdays, Wednesdays and Fridays and from 8.30am to 12.30pm on Thursdays when cover is provided by a neighbouring practice in a reciprocal arrangement. When the surgery is closed patients can access out of hours care via the 111 telephone number. Patients have access to a citywide service which enables them to see a GP at another location nearby in the evenings and at weekends.

The practice has a deprivation score lower than the clinical commissioning group (CCG) and national averages meaning, on average, patients who are registered at the practice are less deprived. The percentage of the practice population aged over 65 is lower than the national average. The percentage of the practice population between the ages of 25 and 49 is higher than the national average.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Care and treatment was not always provided in a safe way for service users. The service provider was not:</p> <ul style="list-style-type: none">• Doing all that was reasonably practicable to mitigate any such risks. In particular: the practice was unable to demonstrate they were equipped to deal with a medical emergency.• There was limited assessment of the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated. In particular: there was no system in place to ensure clinical dressings were safe to use and the use by date of some dressings had expired. <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>Systems and processes that enabled the registered person to assess, monitor and improve the quality and safety of the services being provided were not established and operated effectively. In particular:</p> <ul style="list-style-type: none">• The practice did not keep records of actions taken in response to receipt of national patient safety alerts.• The practice had not completed actions from the most recent infection, prevention and control audit.• Non clinical staff had not received appraisals in the last year.

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Requirement notices

This was in breach of Regulation 17 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.