

BMH Medical Administration

Inspection report

International House
24 Holborn Viaduct
London
EC1A 2BN
Tel:

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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 location

Good 

Are services safe?

Good 

Are services well-led?

Good 

Overall summary

This service is rated as Good overall. (Previous inspection October 2022 – Requires improvement)

The key questions are rated as:

Are services safe? – Good

Are services well-led? – Good

We previously carried out an announced comprehensive inspection of BMH Medical Administration in October 2022 as part of our inspection programme. The service was rated requires improvement overall. We rated the service Good for providing an effective, caring and responsive service and requires improvement for providing a safe and well-led service. You can read the full report by selecting the ‘all reports’ section for BMH Medical Administration on our website www.cqc.org.uk.

On 28 June we carried out a desk-based review to confirm that the service had carried out the required improvement plans following the last inspection.

We found that the service had put measures in place for ongoing improvement. The service is now rated Good for providing safe and well-led services and rated Good overall.

We based our judgement on the quality of care at this service on a combination of:

- What we found when we reviewed the information sent to us by the provider; and
- Information from our ongoing monitoring of data about services.

We rated safe as Good because:

- Safeguarding and recruitment policies had been appropriately updated.

We have rated well-led as Good because:

- Governance structures had changed to include an identifiable clinical lead.
- Regular clinical meetings were being carried out.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

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

Our inspection team

This review was led by a CQC lead inspector.

Background to BMH Medical Administration

The provider, Balance My Hormones Limited is registered to provide the regulated activity of treatment of disease, disorder or injury. This is an exclusively online remote consultation service which has a registered office of International House, 24 Holborn Viaduct, London, EC1A 2BN.

BMH Medical Administration provides treatment for both men and women over the age of 18 who have a diagnosed hormone imbalance.

The service consists of a registered manager, an operations manager, three doctors who work as independent contractors and a team of non-clinical staff. The service offers 10 clinical consultations each week and their linked business' website (Balance my Hormones) receives around 55 new enquiries each month. The service has approximately 240 – 300 active patients.

The service employs case managers who are assigned to patients. These are the patient's first point of contact and support patients throughout their journey. Case managers pass on any clinical queries to the patients' assigned clinician.

Patients are introduced to BMH Medical Administration by an online platform, Balance my Hormones, which is a separate service owned by the provider which is not within the CQC scope of regulation.

BMH Medical Administration does not have its own specific website. The provider's main website reflects the services of the separate unregistered service, Balance my Hormones. People who make enquiries via the Balance my Hormones website have the option to be directed into the registered service, BMH Medical Administration, for assessment and possible treatment.

BMH Medical Administration offers online appointments to fee paying clients.

How we inspected this service

We carried out a desk-based review on 28 June 2023 to look at areas that were left outstanding following the comprehensive inspection in October 2022.

During the review we looked at information sent by the provider to assess areas of the safe and well-led domains.

To get to the heart of patients' experiences of care and treatment, we ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to peoples' needs?
- Is it well-led?

During the review the questions of is it safe and well-led formed the framework for the areas we looked at.

Are services safe?

At the inspection in October 2022 we rated the service as Requires Improvement for providing a safe service. We found that:

- Professional registrations were not periodically monitored and recruitment checks had not been undertaken for non-clinical staff.
- Valid in date safeguarding training had not been completed by all staff and the service's safeguarding policy did not include contact information for all local authorities in which the service provided care to patients.

At this review we found the service had addressed the above issues identified at the last inspection.

At this review we rated safe as Good because:

Safety systems and processes

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

- We were provided with assurance that all members of staff had received the correct level of safeguarding training. We were provided with evidence of training that showed that all staff members' training was up to date.
- The service provided a copy of their most up to date safeguarding policy. This was a copy of the policy which was placed on the internal computer system. It provided links to the current contact details for all local authority safeguarding teams in England which covered the scope of their patient base.

Are services well-led?

At the inspection in October 2022 we rated the service as Requires Improvement for providing a well-led service. We found that:

- Governance arrangements in relation to training, recruitment and safeguarding needed to be improved.
- There were no formalised clinical meetings and no clinical lead within the service.
- No audits of clinical consultations was being carried out.

At this review we found the service had addressed the issues identified at the last inspection.

At this review we rated well-led as Good because:

Governance arrangements

There were clear responsibilities, roles and systems of accountability to support good governance and management.

- At the last inspection in October 2022 we found that there were no systems in place to check clinical consultations to ensure care and treatment adhered to current guidelines. For this review, the service provided evidence of clinical audit carried out by the clinical lead to ensure consultations were regularly monitored.
- In carrying out this review we found the provider now had effective systems and processes in place in relation to staff training, safeguarding information, clinical governance and recruitment . We saw evidence of the provider's oversight in these areas.

At the inspection in October 2022 we rated the service as Requires Improvement for providing a well-led service. We found that:

- Governance arrangements in relation to training, recruitment and safeguarding needed to be improved.
- There were no formalised clinical meetings and no clinical lead within the service.
- No audits of clinical consultations was being carried out.

At this review we found the service had addressed the issues identified at the last inspection.

At this review we rated well-led as Good because:

Governance arrangements

There were clear responsibilities, roles and systems of accountability to support good governance and management.

- At the last inspection in October 2022 we found that there were no systems in place to check clinical consultations to ensure care and treatment adhered to current guidelines. For this review, the service provided evidence of clinical audit carried out by the clinical lead to ensure consultations were regularly monitored.
- In carrying out this review we found the provider now had effective systems and processes in place in relation to staff training, safeguarding information, clinical governance and recruitment . We saw evidence of the provider's oversight in these areas.

Are services well-led?

- At this review we were provided with evidence of the governance structure within the service which included information of the clinical lead. Minutes of the monthly clinical advisory meetings were also provided which discussed ongoing day to day service matters alongside a review of clinical audits, Medicines and Healthcare products Regulatory Agency (MHRA) alerts and safeguarding matters.
- Since the last inspection in October 2022, service policies had been revised to ensure all information was present. This included reviewing safeguarding policies to ensure all external contact details were present and recruitment policies to ensure all pre-employment checks were undertaken. Evidence was provided to show that all recruitment checks had now been carried out.