

The Northwood Clinic

Inspection report

36 Westow Street

London

SE19 3AH

Tel:

www.northwoodclinic.co.uk

Date of inspection visit: 3 February 2022

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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 well-led?

Good



Overall summary

We carried out an announced inspection of The Northwood Clinic on the 14 October 2021 where the service was rated good overall and for all key questions, with the exception of well-led. Where we issued a breach of Regulation 17 (Good Governance) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The full report of the previous inspection can be found by selecting all reports linked for The Northwood Clinic on our website www.cqc.org.uk.

The provider was registered for the regulated activity of surgical procedures at The Northwood Clinic on 6 April 2020.

The service provides cosmetic treatments to people over the age of 18 years.

The Northwood Clinic is registered with CQC under the Health and Social Care Act 2008 for thread lift treatments which are carried out by a registered health care professional. The other cosmetic services provided are exempt from CQC registration, these are set out in Schedule 1 and Schedule 2 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We carried out a focused inspection on the 3rd February 2022, to review the improvements made by the service in response to the breach of regulation.

We have rated the service Good overall.

We have rated the service Good for providing a well led service.

Our key findings were:

- At our previous inspection on the 14 October 2021, we rated well-led as requires improvement because we were unable to be assured that the recently implemented governance systems were sustainable. At this inspection we found the provider had responded to our findings and had fully embedded the new governance and risk systems.
- Structures, processes and systems to support good governance and management were clearly set out, understood and effective.
- There was an effective, process to identify, understand, monitor and address current and future risks including risks to patient safety.

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Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection was carried out by a CQC lead inspector.

Background to The Northwood Clinic

The registered provider for the service is Caroline Tye. The provider is registered to carry out the regulated activity of surgical procedures at The Northwood Clinic, 36 Westow Street, Upper Norwood, London, SE19 3AH.

The service provides cosmetic treatments to people over the age of 18 years.

This Northwood Clinic is registered with CQC under the Health and Social Care Act 2008 for thread lift treatments.

The treatment of thread lifts is carried out by a member of staff who is registered with the Health Professions Council, they are supported by the provider and administration staff.

The service is open for appointments: -

- Monday 9am to 5pm.
- Tuesday 9am to 8pm.
- Wednesday 9am to 5pm.
- Thursday 9am to 8pm.
- Friday 9am to 5pm.
- Saturday 9am to 5pm.

How we inspected this service

The methods that were used, were interviewing staff and review of documents.

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

- Is it well-led?

This question therefore formed the framework for the areas we looked at during the inspection.

Are services well-led?

We rated well-led as Good because:

At our previous inspection on the 14 October 2021, we rated well-led as requires improvement because we were unable to be assured that the recently implemented governance systems were sustainable. At this inspection we found the provider had responded to our findings and had fully embedded the new governance and risk systems.

Leadership capacity and capability

- The provider was knowledgeable about issues and priorities relating to the quality and future of services. They understood the challenges and were addressing them.
- The provider was visible and approachable. They worked closely with receptionist to make sure they prioritised compassionate and inclusive leadership.
- The provider had effective processes to develop leadership capacity and skills.

Vision and strategy

- The provider had a vision and set of values to provide a high-quality service.
- Staff were aware of and understood the vision, values and strategy and their role in achieving them

Culture

- Staff felt respected, supported, and valued. They were proud to work for the service.
- The service focused on the needs of clients.
- Openness, honesty, and transparency were showed when responding to incidents and complaints. The provider was aware of ensuring compliance with the requirements of the duty of candour.
- Staff told us they could raise concerns and were encouraged to do so. They had confidence that these would be addressed.
- There was a strong emphasis on the safety and well-being of all staff.

Governance arrangements

- Structures, processes and systems to support good governance and management were clearly set out, understood and effective. The governance and management of partnerships, joint working arrangements and shared services promoted interactive and co-ordinated person-centred care.
- Staff were clear on their roles and accountabilities.
- Leaders had established proper policies, procedures and activities to ensure safety and assured themselves that they were operating as intended.

Managing risks, issues and performance.

- There was an effective, process to identify, understand, monitor and address current and future risks including risks to patient safety.
- The service had processes to manage current and future performance. Leaders had oversight of safety alerts, incidents, and complaints.
- The provider had carried out an audit of the results of the thread lift treatments. They explained this had resulted in the review of the products they used.

Are services well-led?

Appropriate and accurate information

- The service submitted data or notifications to external organisations as required.
- There were robust arrangements in line with data security standards for the availability, integrity and confidentiality of patient identifiable data, records and data management systems.
- The service had a data protection policy in place last reviewed in May 2018.

Engagement with patients, the public, staff and external partners

- The service encouraged all patients to provide feedback when they had completed their treatments.
- The provider put a system in place to encourage and review patient feedback and make improvements.
- The receptionist worked closely with and had informal supervisions with the provider and had an annual appraisal.

Continuous improvement and innovation

- There was a focus on continuous learning and improvement.
- There were systems to support improvement and innovation work.