

English Institute of Sport - Bisham Abbey

Inspection report

Bisham Abbey Performance Centre
Marlow
SL7 1RT
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www.eis2win.co.uk

Date of inspection visit: 30/06/2021
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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 effective?

Good



Overall summary

This service is rated as Good

The key questions are rated as:

Are services effective? – Good

We did not inspect safe, responsive, caring and well-led at this inspection because our monitoring did not indicate a change since the last inspection. The ratings from the last inspection have been carried forward.

We carried out a desk based review for The English Institute of Sport Limited on 30 June 2021 to follow up on the breaches of regulation. Following our previous inspection on March 2020, the practice was rated Good overall for the key questions safe, caring, responsive and well-led. The location was rated Requires Improvement for providing effective services.

The location was issued a Requirement Notice for Regulation 18: Staffing. The provider did not always ensure that staff received appropriate training or professional development as is necessary to enable them to carry out the duties they are employed to perform. We checked these areas as part of this focused review and found these had now been resolved.

English Institute of Sport employed doctors provide routine sports medicine consultations for both injury and illness to elite athletes. Athletes are nominated by various sport and athletics national governing bodies of sport to receive care. This service is registered with CQC under the Health and Social Care Act 2008 in respect of some, but not all, of the services it provides. There are some general exemptions from regulation by CQC which relate to particular types of service and these are set out in of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The services provided at this location which are not in scope include: physiotherapy and psychological therapies such as counselling.

The location has a registered manager in place. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Our key findings were:

- Clear policies and guidance were in place to support the staff.
- All staff received appropriate training to enable them to carry out the duties they are employed to perform.
- There have been improvements in the process, to monitor and record the training and professional development for all staff.
- Staff had the skills and knowledge to deliver effective care, support and treatment.

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Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector, supported by a CQC team Inspector.

Background to English Institute of Sport - Bisham Abbey

- English Institute of Sport, Bisham Abbey Performance Centre, Marlow, Bucks, SL7 1RT
- The service employed doctors to provide routine sports medicine consultations for both injury and illness to elite athletes. Athletes are provided with the services under their various sport and athletics national governing bodies.
- Website: www.eis2win.co.uk
- Opening times: Medical services are available from Monday to Friday 9am - 5pm.

How we inspected this service

Prior to the inspection we looked at information we hold about the provider including the previous inspection report and the evidence and information given to us by the provider.

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

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

These questions therefore formed the framework for the areas we looked at during the inspection.

Are services effective?

At the previous inspection in March 2020 we rated the location Requires Improvement for providing effective services because:

- No training or professional development was provided to the staff on Gillick competency (gaining consent from patients under 16 years old) and the Mental Capacity Act (2005).
- Staff could not demonstrate the necessary awareness regarding obtaining consent to care and treatment.
- There was no periodic training provided to staff on Infection Prevention and Control.

During this desk based review we saw evidence to confirm that previous identified breach of Regulation 18: Staffing, has been complied with.

Effective staffing

Staff had the skills, knowledge and experience to carry out their roles.

Consent to care and treatment

- All staff had access to guidance and policies on Gillick Competency (gaining consent from patients under 16 years old) and the Mental Capacity Act (2005). The provider ensured they sought consent from all employees to confirm their understanding of the shared policies and the legislation.
- Staff had access to the guidance when needed and, patients were always protected from harm and their rights were considered.
- Up to date records of qualifications and training were maintained. A plan was in place to track when training was due and staff were given access to online training modules.
- All clinical staff had undergone online training on infection prevention and control during the last year.

The service obtained consent to care and treatment in line with legislation and guidance.

- All staff understood the requirements of legislation and guidance when considering consent and decision making.
- Staff supported patients to make decisions. Where appropriate, they assessed and recorded a patient's mental capacity to make a decision.
- There were processes in place to ensure people's rights were protected in terms of obtaining consent to care. Staff could refer to the guidance and knew where to access support for patients and their families.