

# The Clays Practice

## Quality Report

Victoria Road

St Austell

Cornwall

PL26 8JF

Tel: 01726890370

Website: [www.theclayspractice.co.uk](http://www.theclayspractice.co.uk)

Date of inspection visit: 25/09/2015

Date of publication: 12/11/2015

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

## Contents

### Summary of this inspection

The five questions we ask and what we found

Page

3

---

### Detailed findings from this inspection

Background to The Clays Practice

4

Detailed findings

5

---

# 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 now rated as good for providing a safe service, having made improvements to the way recruitment processes are managed.

**Good**



# The Clays Practice

## Detailed findings

### Background to The Clays Practice

When we carried out an inspection on 11 February 2015, we found the provider was in breach of the regulation that relates to recruitment checks ( Regulation 21(b) - The registered person must operate effective recruitment procedures. They must ensure that the information specified in schedule 3 is available in respect of a person employed for the person of carrying out a regulated activity, and such other information as appropriate.) The provider was required to make improvements and adopt safe recruitment systems. . Following our inspection on 11

February 2015 we published a report setting out our judgements and asked the provider to send us a report of the changes they would make to comply with the regulations they were not meeting. The provider sent an action plan within agreed timescales. We have now followed up this action plan to make sure the necessary changes had been made; we found the provider is now meeting the regulation.

This report should be read in conjunction with the full inspection report. The practice was able to give us evidence of compliance without the need for an inspection visit. We spoke with the assistant practice manager, and reviewed information, documents and photographs sent to us by the practice.

# Are services safe?

## Our findings

The practice is now rated as good for providing a safe service, having made improvements to the way recruitment processes are managed.

### Staffing and recruitment

Our findings at the last inspection were that not all recruitment records contained evidence that appropriate recruitment checks had been undertaken prior to employment. For example, there was no proof of identification, no written references, no risk assessments to determine the decisions re carrying out criminal records checks via the Disclosure and Barring Service (DBS).

Following this inspection the practice sent us an action plan and have provided evidence of the new processes in place. The practice had

- Updated their recruitment policy and distributed it to the four managers' (practice manager, assistant practice manager, dispensary manager and nurse manager) within the practice. At least one of these four people is involved in any recruitment within the practice.
- All copies of documents taken were kept securely for the duration of the worker's employment and for two years afterwards.
- Dated photocopies of the provided evidence were stored in the employee's staff folder. Included in their file was a copy of the employee's curriculum vitae (including full employment history) and written references received.
- An enhanced DBS check is undertaken for all new members of staff who are clinicians or part of the reception team. Any offer of employment will be subject to a successful DBS check, the updated recruitment policy reflected this.
- The practice was retrospectively performing enhanced DBS checks for any member of the non-clinical staff who have not had a DBS check.