

Manor Practice

Quality Report

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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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 6 January 2015. A breach of legal requirements was found during that inspection within the safe domain. As a result of this inspection a requirement notice was issued.

After the comprehensive inspection, the practice sent to us an action plan detailing what they

would do to meet the legal requirements in relation to the following:

Ensure that records of identification checks are included in staff personnel files.

We undertook this focused inspection on 7 January 2016 to check that the provider had followed their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to this requirement.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at www.cqc.org.uk

Our key findings across the areas we inspected were as follows:-

- The practice had clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse. This included the recruitment policies and procedures.

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

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 safe services.

- The practice had clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse. This included the recruitment policies and procedures.

Good



Manor Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on 6 January 2015 as part of our regulatory functions. This 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

A breach of legal requirements was found. As a result we undertook a focused inspection on 7 January 2016 to follow up on whether action had been taken to deal with the breach.

How we carried out this inspection

Before visiting, we reviewed a range of information that we hold about the practice. We carried out an announced visit on 7 January 2016.

During our visit we:

- Spoke with a GP partner and the practice business manager. We did not speak with patients who used the service at this inspection.
- Looked at records and information related to the recruitment of staff.

Are services safe?

Our findings

Overview of safety systems and processes

At this inspection we looked at the practice's recruitment systems and procedures. We found that these were clearly defined and embedded to keep people safe and safeguarded from abuse.

We reviewed four personnel files and found that appropriate recruitment checks had been undertaken prior to employment. For example, proof of identification, references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service (DBS).

The practice had reviewed their policies and updated them to ensure they met regulations.