

The Hogarth Health Club

Inspection 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 location

Good



Are services safe?

Good



Overall summary

We carried out an announced desk-based review of The Hogarth Health Club on 09 August 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Not inspected

Caring - Not inspected

Responsive - Not inspected

Well-led - Not inspected

Following our previous inspection in November 2021, the practice was rated Good overall and for all key questions except for providing safe services.

The full report for previous inspections can be found by selecting the 'all reports' link for The Hogarth Health Club on our website at www.cqc.org.uk

Why we carried out this review

This desk-based review was conducted without undertaking a site visit to confirm that the service had carried out its plan to meet the legal requirements in relation to the breach of regulations that we identified at our previous inspection in November 2021. The key question we inspected was: Safe

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This review was carried out in a way which did not require a site visit. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider
- A remote review of the information provided

Our findings

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

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

Overall summary

The practice remains rated as Good overall.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There was now an effective system in place for chaperoning.
- Communication with NHS GPs was occurring.
- A system for reviewing if an adult accompanying a child had parental responsibility had been reviewed.
- The service was now recording fridge temperature and a second thermometer had been purchased.
- The service had purchased a pulse oximeter.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to monitor and review quality improvement for patients.

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

Our inspection team was led by a CQC lead inspector who undertook a remote review.

Background to The Hogarth Health Club

Dr Bela Clinic trading as Dermatic Limited at The Hogarth Health Club provides private dermatology, skin cancer screening and facial aesthetic services. It is located at 1A Airedale Avenue London W4 2NW. The clinic premises are not suitable for access by wheelchair users and some less able patients.

At the time of the inspection the provider did not offer a chaperone and patients were advised of this at registration. The service sees approximately 20 patients a week. The service is made up of one lead doctor who is registered with the General Medical Council GMC, the doctor is not on the GP register or the specialist register. The service is open Monday, Tuesday 9am-5pm, Wednesday, Thursday, Friday and Saturday 9am-1pm.

The service offers a range of non-surgical cosmetic interventions, for example dermal fillers and lip fillers, Botox injections which are not within CQC scope of registration. Therefore, we did not inspect or report on these services.

Other services provided include private dermatology consultations by the lead doctor and total body screening for skin cancer, also prescribing of medicines and referrals to other healthcare specialists as required. They also provide minor surgical procedures using local anaesthetic for the removal of warts, moles, cysts, skin tags. Patients can register for either a general dermatological consultation and treatment, or melanoma and skin cancer screening or facial aesthetic treatments. The provider sees both children and adults.

The service website address is <https://drbela.clinic>.

Are services safe?

At the last inspection November 2021, we rated safe as requires improvement due to the service not always communicating with NHS GP, not having an effective chaperone system in place, not always verifying patient's identity. There was no system in place to assure that an adult accompanying a child had parental authority. There was only one refrigerator thermometer and records of fridge temperatures were not being recorded. There was incomplete equipment available (pulse oximeter, thermometer). All these issues were addressed after the inspection.

At this inspection, we rated the service as good for providing safe services because the provider had made the necessary improvements to address the breaches of regulation.

Safety systems and processes

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

- At the November 2021 inspection there were ineffective protocols for verifying the identity of patients including children, however the lead doctor explained that through conversation he would be able to identify if a child was attending with their parent or not. After the inspection the doctor informed us that he would now start to verify patients when they first visit and would make a record of this, we were also informed the service website questionnaire would be updated so patients would know they needed to bring identification.
- At the August 2022 inspection we saw the service had updated their safe care policy to reflect that patients would be requested to provide ID, and that ID would be verified once visiting the service. We saw after booking an appointment an acknowledgement email was sent to patients clearly explaining that under 16's must be escorted to appointments by a parent or guardian and that parental authority must be provided during the appointment.
- We saw an amended questionnaire to request patient identity in the form of a passport or driving licence.
- We were told patients were asked prior to a visit if they required a chaperone. We saw the service had reviewed their chaperone system, and saw an updated Chaperone policy, and a poster which we were told was now displayed in the clinical room.

Risks to patients

There were systems to assess, monitor and manage risks to patient safety.

- At the November 2021 inspection the provider did not have a thermometer, or pulse oximeter, however after the inspection the provider showed us proof that these pieces of equipment had been purchased.

Information to deliver safe care and treatment

Staff had the information they needed to deliver safe care and treatment to patients.

- At the November 2021 inspection the lead GP did not always communicate with patients NHS GP, for example some patients he would send letters to the patients NHS GP if he had prescribed a certain medication, and sometimes he would not, however after the inspection, the lead doctor informed us of a changed process, that he would be following that enabled him to effectively communicate with NHS GP.
- At the August 2022 inspection we saw evidence of communication in the form of letters for referrals being sent to NHS GPs, we also saw the safe care policy had been updated to reflect improved communication.

Safe and appropriate use of medicines

Are services safe?

The service had some reliable systems for appropriate and safe handling of medicines.

- At the November 2021 inspection, the service only had one refrigerator thermometer and was not keeping records of the refrigerator temperatures.
- At this inspection we saw evidence that a second refrigerator thermometer was now being used and that the service was now recording fridge temperature logs.