

# Abney House Medical Centre

## Quality Report

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Date of inspection visit: 16 March 2016

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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 a desktop based review of Abney House Medical Centre on 16 March 2017. We found the practice to be good for providing safe services and it is rated as good overall.

We had previously conducted an announced comprehensive inspection of the practice on 5 November 2015. As a result of our findings during that visit, the practice was rated as good for being effective, caring, responsive and well led, and requires improvement for providing a safe service, which resulted in a rating of good overall. We found that the provider had breached two regulations of the Health and Social Care Act 2008: Regulation 12 (1) (2) (a) (b) safe care and treatment and Regulation 19 (3) (a) (b) fit and proper persons employed. You can read the report from our last comprehensive inspection at <http://www.cqc.org.uk/location/1-1160700212/reports>. The practice wrote to us to tell us what they would do to make improvements and meet the legal requirements.

We undertook a desktop based review on 16 March 2017 to check that the practice had followed their plan, and to confirm that they had met the legal requirements. This report only covers our findings in relation to those areas where requirements had not been met previously.

Our key findings on 16 March 2017 were as follows:

- The practice had undertaken fire risk safety assessments including an annual service of the fire alarm system.
- Adequate fire safety arrangements were now in place.
- A procedure for ensuring pre-employment checks for staff was in place and checks had been undertaken for all current members of staff.
- Non-clinical staff had received chaperone training.

**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 rated as good for providing safe services.

**Good**



The shortfall identified at our last inspection had been remedied:

- The practice had undertaken fire risk safety assessments including an annual service of the fire alarm system.
- Adequate fire safety arrangements were now in place.
- A procedure for ensuring pre-employment checks for staff was in place and checks had been undertaken for all current members of staff.
- Non-clinical staff had received chaperone training.

# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

The practice is rated as good for the care of older people.

This rating was given following the comprehensive inspection in November 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1160700212/reports>

Good



### People with long term conditions

The practice is rated as good for the care of people with long term conditions.

This rating was given following the comprehensive inspection in November 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1160700212/reports>

Good



### Families, children and young people

The practice is rated as good for the care of families, children and young people.

This rating was given following the comprehensive inspection in November 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1160700212/reports>

Good



### Working age people (including those recently retired and students)

The practice is rated as good for the care of working age people (including those recently retired and students).

This rating was given following the comprehensive inspection in November 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1160700212/reports>

Good



### People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

Good



# Summary of findings

This rating was given following the comprehensive inspection in November 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1160700212/reports>

## **People experiencing poor mental health (including people with dementia)**

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection in November 2015. A copy of the full report following this inspection is available on our website:

<http://www.cqc.org.uk/location/1-1160700212/reports>

**Good**



# Abney House Medical Centre

## 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 an announced, desktop-based review of this service on 16 March 2017 under Section 60 of the Health

and Social Care Act 2008 as part of our regulatory functions. This was because the service was not meeting some legal requirements during our previous visit on 5 November 2015.

The desktop-based review was conducted to check that improvements planned by the practice to meet legal requirements had been made.

### How we carried out this inspection

During our desktop-based review on 16 March 2017, we reviewed a range of information provided by the practice.

# Are services safe?

## Our findings

### Overview of safety systems and processes

At our last inspection on 5 November 2015 we found that the practice was not obtaining appropriate recruitment checks and that records were not being kept for all members of staff that included records of DBS checks and chaperone training.

At the desktop-based review on 16 March 2017 we were provided evidence of recruitment checks being carried out for all staff which included the obtaining of references. We were also provided with evidence of DBS checks and training for non-clinical members of staff that undertook chaperone duties.

### Monitoring risks to patients

At the inspection on 5 November 2015 we found that the practice did not have adequate fire safety arrangements. An annual fire safety risk assessment had not been undertaken, the fire alarms had not been serviced and there was no record of any evacuation drills.

At the desktop-based review on 16 March 2017 we reviewed evidence provided by the practice that included:

- Fire risk assessment with actions dated March 2016. A follow up inspection was being organised.
- Fire inspection certificate dated December 2016.
- Records of fire drills with action points for improvement.