

Review of compliance

Well Travelled Clinics Limited Well Travelled Clinics - Chester

Region:	North West
Location address:	10 Watergate Row (north) Watergate Street Chester Cheshire CH1 2LD
Type of service:	Doctors consultation service Doctors treatment service
Date of Publication:	May 2012
Overview of the service:	Well Travelled Clinics Limited is a company of the Liverpool School of Tropical Medicine (LSTM). It provides a private pre-travel advice, vaccination and malaria prophylaxis service to the travelling public of the northwest of the UK and a number of UK based corporate clients. It also provides post-travel screening for corporate clients.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Well Travelled Clinics - Chester was meeting all the essential standards of quality and safety inspected.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 26 April 2012, talked to staff and talked to people who use services.

What people told us

We spoke with two people who were using the service, who were very complimentary. They told us that the nurse travel adviser (NTA) they saw on their first visit had asked them which country and region they were going to and what they would be doing when they were there. They told us that the NTA then advised them on the relevant health risks and gave detailed advice on preventative measures they could take and the vaccines and medication available.

One person said "The nurse was excellent. I felt that I was consulted and not patronised in any way." The other person said "Smashing. I've been given good advice. They're very professional and I have no complaints."

People told us that they were also given written information about the vaccines, medication and advice they received.

What we found about the standards we reviewed and how well Well Travelled Clinics - Chester was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

People received treatment and support that met their needs.

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

People were protected against the risks associated with medicines.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

People were treated by suitably skilled, qualified and experienced staff.

Outcome 17: People should have their complaints listened to and acted on properly

There was an effective complaints system available.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

We spoke with two people who were using the service. They told us that the nurse travel adviser (NTA) they saw on their first visit had asked them which country and region they were going to and what they would be doing when they were there. They told us that the NTA then advised them on the relevant health risks and gave detailed advice on preventative measures they could take and the vaccines and medication they could prescribe. This advice was both oral and written.

One person said "The nurse was excellent. I felt that I was consulted and not patronised in any way."

Other evidence

The provider has a website which gives details of the service it provides, with charges, and a link to the National Travel Health Network and Centre (NaTHNaC) website that has all the latest travel advice for different countries.

We saw that people were asked to complete a registration form and a medical checklist before their first appointment and were given information about the charges.

There were appropriate procedures in place for obtaining consent to treatment, including procedures for children and people who lack capacity.

The provider told us that feedback surveys are carried out two yearly, the next one being due.

Our judgement

People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People told us they were very happy with the service they had received. One person said "Smashing. I've been given good advice. They're very professional and I have no complaints."

Other evidence

We looked at people's records and saw that their needs were assessed and treatment planned and delivered in line with their needs. Treatment reflected relevant research and guidance and was delivered in a way that ensured people's safety and welfare. If any patient risks were identified, such as allergies, these showed as a pop-up each time the person's computer file was accessed.

There were systems and equipment in place for dealing with emergencies. All clinical staff were trained in life support at intermediate level, including treatment of anaphylaxis (serious, rapid onset allergic reaction).

All relevant safety and risk alerts were reviewed by the provider, who gave examples of action that had been taken in response to recent vaccine alerts.

Our judgement

People received treatment and support that met their needs.

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

People told us that they had been given verbal and written information about the vaccines and medication they received.

Other evidence

Appropriate arrangements were in place in relation to the ordering, storage, and recording of vaccines and medication.

A medical and vaccination history was taken, including information about any allergies, prior to treatment.

Vaccines and medication were prescribed and given to people appropriately.

Our judgement

People were protected against the risks associated with medicines.

Outcome 12: Requirements relating to workers

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

The people we spoke with were very complimentary about the staff.

Other evidence

Staff records showed that effective recruitment and selection processes were in place to ensure that staff were of good character and had the skills to do the job. All staff underwent a 12 week induction programme, during which time their competency was assessed and they were not allowed to work alone. Staff received an annual appraisal and were supported to obtain further qualifications relevant to their role.

Our judgement

People were treated by suitably skilled, qualified and experienced staff.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- * Are sure that their comments and complaints are listened to and acted on effectively.
- * Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with Outcome 17: Complaints

Our findings

What people who use the service experienced and told us

People told us they were given a leaflet about the complaints procedure.

Other evidence

We looked at the complaints policy and procedures, which included timescales for acknowledgement and response. The guidance for staff in how to deal with complaints and concerns was very good.

The service had not received any formal complaints since registration.

Our judgement

There was an effective complaints system available.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. We ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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