

Cambridgeshire Community Services NHS Trust

RYV

Community health services for adults

Quality Report

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Summary of findings

Locations inspected

Location ID	Name of CQC registered location	Name of service (e.g. ward/unit/team)	Postcode of service (ward/unit/team)
RYV61	Headquarters	(The Laurels Sexual Health Clinic, 20 Newmarket Road, Cambridge, PE27 4LG)	

This report describes our judgement of the quality of care provided within this core service by Cambridgeshire Community Services NHS Trust. Where relevant we provide detail of each location or area of service visited.

Our judgement is based on a combination of what we found when we inspected, information from our 'Intelligent Monitoring' system, and information given to us from people who use services, the public and other organisations.

Where applicable, we have reported on each core service provided by Cambridgeshire Community Services NHS Trust and these are brought together to inform our overall judgement of Cambridgeshire Community Services NHS Trust

Summary of findings

Contents

Summary of this inspection

	Page
Overall summary	4
Background to the service	5
Our inspection team	5
Why we carried out this inspection	5
How we carried out this inspection	5
Good practice	5
Areas for improvement	5

Detailed findings from this inspection

Findings by our five questions	6
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Summary of findings

Overall summary

Following concerns we undertook a responsive inspection to assess the state of the premises at the Laurels sexual health clinic on Newmarket Road in Cambridge.

We found that the premises at the Laurels was not conducive to protect those accessing the premises, including patients and staff, from the risk of preventable harm. We saw that there were a number of unmanaged health and safety risks for example unguarded heaters and cluttered corridors and walkways. The building was also generally unmaintained. We observed and took

photographs of damp and mould in areas accessed by staff and patients. We saw chipping paint, peeling wall paper, unclean patient seating, broken or damaged fixtures and fittings and stained carpets/flooring throughout this building.

We found that these issues were known to the provider and although an action plan was in place this was not being implemented or monitored appropriately to ensure people accessing the premises were safeguarded from the risk of harm

Summary of findings

Background to the service

Cambridgeshire Community Services NHS Trust provides a range of community health services for adults. The Trust operates in Cambridgeshire, Peterborough, Luton and Suffolk.

Community health services for adults are provided in four community hospitals, numerous clinics and health centres, and also from GP surgeries. Services provided include: District and community nursing; community

matrons; therapies and rehabilitation; outpatient clinics for podiatry, people with diabetes, dietetics, musculoskeletal disorders; sexual health and reproductive health services; drug and alcohol rehabilitation services.

This inspection focused on a clinic location providing sexual health services.

Our inspection team

This inspection was carried out by an Inspection Manager and an Inspector.

Why we carried out this inspection

We inspected the Laurels, forming part of this core service, following concerns received by us.

How we carried out this inspection

Before visiting, we reviewed a range of information we held about the service. We carried out an unannounced

visit on 24 February 2015. During the visit we spoke with six members of staff who worked within the service, such as doctors, managers, and admin staff. We also observed the state of, and took photographs of the premises.

Good practice

- Staff within the service were up to date with current information in relation to the running of the service.

Areas for improvement

Action the provider **MUST** or **SHOULD** take to improve

- The provider must take action to ensure that all health and safety risks which have been identified are rectified in a timely manner and this is monitored regularly.

- The provider must ensure that the building is in a good state of repair and maintained at all times.

Cambridgeshire Community Services NHS Trust

Community health services for adults

Detailed findings from this inspection

The five questions we ask about core services and what we found

Are Community Health Services for Adults safe?

By safe, we mean that people are protected from abuse

Maintenance of environment and equipment **Environment**

On 24 February 2015 we visited The Laurels, a sexual health clinic run by Cambridgeshire Community Services NHS Trust to undertake an inspection. This was in response to concerns that we had received about the safety and suitability of the premises at this clinic location. One of these concerns was anonymous and the other from a visiting healthcare professional. These concerns indicated that health and safety risks such as hazardous wiring were not being managed and that patients were at risk because of the unsuitable premises.

During this inspection we looked at all areas of the premises, spoke with staff and took photographs of areas which were not suitably laid out, designed or that were unmaintained.

We observed damp and mould present. This was particularly noticeable on the lower ground floor, ground floor clinic rooms and an unused toilet area on the first

floor. Staff told us they did not access these toilets because they were so unpleasant. In some cases the damp and mould was quite extensive and was accompanied by an odour which did not make for suitable working conditions.

We saw that a window on the lower ground floor admin room was being propped up with a container of wipes. Staff told us this was because the latch and pulley system on the window had been broken for some time. The ceiling in the lower ground floor admin room was stained from a previous leak. We found that although the leak had been repaired, further maintenance works had not been carried out, there were two holes left in the ceiling accompanied by unpleasant brown staining.

Staff we spoke with said that areas of the building were not pleasant to look at and that they just put up with the conditions. There was a sense of acceptance from staff with the way the building was. All members of staff we spoke with were aware of plans to move locations.

We also observed unmaintained areas throughout the building with chipping paint, uneven floor surfaces and dirty or stained flooring. The carpet on the second floor in particular was dirty and mouldy. The staircase leading from the lower ground floor to the ground floor had no infill panel or spindles creating a health and safety risk. There was a lack of storage space and we saw that corridors and walkways were being used to store equipment and resources.

We saw on a number of occasions untidy and loose wiring, particularly in the reception area and in the clinic rooms which presented a trip or fire hazard. For example, we saw wires were freely hanging in front of a free standing electric heater or that they trailed along floors. We found that there were fixed heaters which became extremely hot to the touch which were unguarded and in some instances presented a burn or injury hazard.

It was also acknowledged that the stair case within the building did not meet current building regulation standards with the tread being too shallow and the riser too high. The lower ground section of the bannisters had no spindles in situ. This area was accessed by staff and therefore this presented a risk of falls. This had been noted in the action plan but remained outstanding.

We found that many of the issues highlighted above with regards to the environment had been identified in a Health and Safety Report dated 24 November 2014, following a site visit on 22 October 2014 by the trusts health and safety advisor. Whilst we found that an action plan had been put in place at that time, during our inspection we found that many of the internal works identified as needing rectifying had not been actioned some four months after their identification.

A staff member spoken with confirmed that although the issues had been reported to a contracted maintenance service these had gone “off the radar” and were not regularly followed up. We heard that plans had recently been agreed to move the service from the Laurels and the manager of the service was able to show us plans for this. However there were no set timescales for this move.

We did note that action was being taken with regards to the damp and mould and external state of the building. Other appropriate monitoring was in place, for example we saw certificates to demonstrate regular fire system maintenance.

However upon our review of the services electrical safety testing certificate produced in 2011 we noted that a number of urgent remedial works had been identified. We asked to review evidence of completion of these works and none could be provided to us. This meant we could not be assured that the electrical system within this property was safe and met current standards at the time of our inspection. We were however assured that immediate action was being taken to address this issue.

Cleanliness, infection control and hygiene

We also found an infection control risk with the use of a dumbwaiter to transport clinical specimens. This was made from untreated medium-density fibreboard (MDF). Although we noted the bottom shelf had a plastic cover, we saw this was stained and the sides were not protected. This meant that spillages would not be able to be appropriately cleaned.

We also found in one of the clinic room’s skin biopsy sets which had passed their sterilisation use by dates by two years. We saw that one of these sets had also previously been opened and then resealed using cellotape. This meant that there was a risk these sets were no longer sterile to protect people from the spread of infection. We fed this back at the end of our inspection and were told that skin biopsies were no longer carried out within the service but that action would be taken to remove the out of date sets.

Medicines Management

Whilst undertaking a tour of the premises we saw a training box, which was located in the second floor staff room, contained out of date and unsecure medications. We fed this back at the end of our inspection and were assured that action would be taken to destroy/remove these medicines.

There were two main store cupboards for medicines situated in the lab area. These were lockable cupboards however we noted during the inspection that the cupboards were open and keys left in the doors when the room was unoccupied. A member of staff informed us that the keys were secured out of hours appropriately in a safe.

Enforcement actions

Action we have told the provider to take

The table below shows the essential standards of quality and safety that were not being met. The provider must send CQC a report that says what action they are going to take to meet these essential standards.

Regulated activity

Diagnostic and screening procedures

Regulation

Regulation 15 HSCA 2008 (Regulated Activities)
Regulations 2010 Safety and suitability of premises
We found that the provider had not ensured that adequate maintenance of the building was taking place to ensure health and safety risks were appropriately managed and followed up.

We also found that the premises was not suitably designed or laid out with corridors and walkways being used as storage areas and heaters being left unguarded presenting a health and safety risk.