

The Gardens Surgery

Quality Report

The Surgery
The Gardens
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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

We carried out an announced comprehensive inspection of The Gardens Surgery on 25 November 2015 where the practice was rated good overall. However breaches of regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 were identified, and we rated the practice to require improvement for providing safe services.

The specific concerns in the previous inspection related to safety were:

- Not all staff had received the appropriate level of safeguarding or basic life support training.
- Not all staff who acted as chaperones had received a Disclosure and Barring Service check prior to being designated a chaperone.
- The practice was not conducting fire drills on a regular basis.
- Prescriptions kept in printers were not always appropriately stored and secured when clinical rooms were vacant.
- Children's oxygen masks were not stored with the practice's supply of oxygen which would have hindered their ability to respond effectively in an emergency.
- Some staff were not aware of the practice's business continuity arrangements and there was no member of staff who had overall responsibility for disaster recovery.

In addition to this we found that some staff members had not been appraised within the previous 12 months.

After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirements in relation to the breaches of regulation 17(1).

We undertook this focussed inspection on 5 August 2016 to check that they had followed the action plan provided and to confirm that they now met the legal requirements. This report covers our findings in relation to those requirements and also where additional improvements have been made following the initial inspection. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for The Gardens Surgery on our website at www.cqc.org.uk.

Overall the practice is rated as Good. Specifically, following the focussed inspection we found the practice to be good for providing safe services.

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

- All staff had completed basic life support and safeguarding training within the last 12 months.
- All staff had received the requisite level of chaperoning training and background checks.
- The practice had carried out a fire drill where action points were learned from and implemented.

Summary of findings

- The practice had implemented systems and processes to ensure that prescriptions held in printers were stored securely.
- The practice had stored the oxygen masks with the practice's oxygen supply.
- The practice had made improvements to its business continuity arrangements. There were now packs with emergency supplies which could be used if the premises were not in operation and there was a designated person who was responsible for overseeing and making any required changes to the practice's business continuity arrangements.

In addition to addressing the breaches of regulation which impacted on safety, the practice had taken additional action on the basis of our last report:

- The practice was in the process of giving reception staff customer service training and most staff appeared to have completed this.
- All staff had been appraised.

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.

- The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse.
- Risks to patients were assessed and well managed.
- The practice had effective systems in place to enable them to respond to emergencies.

Good



The Gardens Surgery

Detailed findings

Why we carried out this inspection

We undertook a focussed inspection of The Gardens on 5 August 2016. This is because the service had been identified as not meeting some of the legal requirements and regulations associated with the Health and Social Care Act 2008 during our inspection of 25 November 2015. The regulatory requirements the provider needs to meet are called Fundamental Standards and are set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We had found that some of these requirements had not been adhered to. Specifically:

- Not all staff had received the appropriate level of safeguarding or basic life support training.
- Not all staff who acted as chaperones had received a Disclosure and Barring Service check prior to being designated a chaperone.
- The practice was not conducting fire drills on a regular basis.

- Prescriptions kept in printers were not always appropriately stored and secured when clinical rooms were vacant.
- Children's oxygen masks were not stored with the practice's supply of oxygen which would have hindered their ability to respond effectively in an emergency.
- Some staff were not aware of the practice's business continuity arrangements and there was no member of staff who had overall responsibility for disaster recovery.
- Some staff had not been appraised within the last 12 months.
- Patients had commented that reception staff had not treated them with care and compassion.

This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 25 November 2015 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe.

Are services safe?

Our findings

We carried out a comprehensive inspection of The Gardens Surgery on 25 November 2015. The practice was rated overall as good but requires improvement for providing safe services. Our inspection identified the breaches of Regulation 17 Good Governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. A requirement notice was issued to the practice in respect of the following concerns which impacted on the practice's ability to provide services that were safe. These concerns were:

- The registered person did not have adequate systems in place to assess, monitor and mitigate risks to people using the service as the practice were not undertaking regular fire drills, the practice's oxygen masks were not stored with the oxygen supply and adequate background checks were not completed for staff who acted as chaperones.
- The procedures the practice had in respect of securing prescriptions was not being adhered to at all times as some clinicians were not securing prescriptions in printers.
- There processes and procedures in respect of ensuring that all staff had received the appropriate training were not effective as some staff did not have basic life support or safeguarding training.
- The business continuity arrangements within the practice were not robust as some staff were not aware of the arrangements in place and there was no designated member of staff who had overall responsibility for disaster recovery.

We carried out a desk based follow up inspection on 5 August 2016 and found that the practice had taken the necessary action to ensure that patient safety was maintained.

Overview of safety systems and processes

The practice had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse, which included:

- All staff had received the appropriate level of child safeguarding training.
- The practice provided evidence that all administrative staff had received a Disclosure and Barring Service (DBS) check and that those who acted as chaperones had been trained for the role. The practice supplied an updated copy of their chaperoning policy which stated that no member of staff would be allowed to chaperone without first having had a DBS check.

Monitoring risks to patients

Risks to patients were assessed and well managed.

- The practice had carried out a fire drill since our last inspection which contained an action plan for areas where the practice could make improvements to their fire evacuation procedures.

The management of medicines

- The practice supplied a comprehensive protocol for how prescriptions were handled. The policy stated that all prescriptions would be taken out of printers and stored securely.

Arrangements to deal with emergencies and major incidents

The practice had adequate arrangements in place to respond to emergencies and major incidents.

- All staff received annual basic life support training.
- The practice had a supply of oxygen with adult and children's masks which were kept with the oxygen supply.
- The practice had a comprehensive business continuity plan in place for major incidents such as power failure or building damage. The plan included emergency contact numbers for staff and there was a member of staff who had overall responsibility for the practice's business continuity arrangements.