

Kensington Health Centre

Inspection report

155-157 Edge Lane
Liverpool
Merseyside
L7 2PT

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www.kensingtonpark.brownlowhealth.co.uk

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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Kensington Health Centre on 15 January 2019 as part of our inspection programme.

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.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice had clear systems to keep people safe and safeguarded from abuse. There were adequate systems to assess, monitor and manage risks to patient safety.
- The practice had a good track record on safety. There were comprehensive risk assessments in relation to safety issues. The practice monitored and reviewed safety using information from a range of sources. The practice learned and made improvements when things went wrong.
- Systems were in place to keep clinicians up to date with current evidence-based practice.
- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided. Where appropriate, clinicians took part in local and national improvement initiatives.
- Staff had the skills, knowledge and experience to carry out their roles. Staff worked together and with other health and social care professionals to deliver effective care and treatment.
- Patients told us that staff treated patients with kindness, respect and compassion. The practice respected patients' privacy and dignity.
- The practice organised and delivered services to meet patients' needs. They took account of the needs of its

population and tailored services in response to those needs. Patients could access care and treatment from the practice within an acceptable timescale for their needs.

- The practice took complaints and concerns seriously and responded to them appropriately to improve the quality of care.
- Leaders were knowledgeable about issues and priorities relating to the quality and future of services. They understood the challenges and were addressing them. Leaders at all levels were visible and approachable. They worked closely with staff and others to make sure they prioritised compassionate and inclusive leadership.
- There was a clear vision and set of values. The practice had a realistic strategy and supporting business plans to achieve priorities.
- Staff stated they felt respected, supported and valued. They were proud to work in the practice.
- There was an effective process to identify, understand, monitor and address current and future risks including risks to patient safety.
- Quality and operational information was used to ensure and improve performance. Performance information was combined with the views of patients.
- There was evidence of systems and processes for learning, continuous improvement and innovation.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Develop a monitoring system for the safe use of sharps disposal bins.
- Review the arrangements for the storage of confidential patient information.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist adviser.

Background to Kensington Health Centre

Kensington Health Centre (known locally as Brownlow Health @ Kensington Park) is located at 155-157 Edge Lane, Liverpool, L7 2PT. The surgery has good transport links and there is a pharmacy located nearby. The practice was taken over on a temporary basis in January 2016 by Brownlow Health who also has a number of other practices across the city. Brownlow Health secured a permanent Alternative Primary Care (APMS) contract in April 2017 and they have been providing services to the local population since this date. This is a contract between general practices and NHS England for delivering services to the local community. Kensington Health Centre is situated within the Liverpool City Clinical Commissioning Group (CCG) and provides services to 5,445 patients.

The Kensington Neighbourhood has a significantly worse than (Liverpool) average deprivation score, with high prevalence rates for COPD, Diabetes, Hypertension, Severe Mental Illness and Learning Disabilities. The National General Practice Profile states that 69% of the

practice population is from an Asian background with a further 8% of the population originating from black, mixed or other non-white ethnic groups. When compared with the Liverpool average, the standout Kensington Neighbourhood variances in Health Promotion are increased rates of smoking particularly in patient known to have severe Mental Health. Alcohol related admissions are also higher than in many other parts of Liverpool. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

At this practice there are five GPs, one advance nurse practitioner, two practice nurse and clinical support worker and a mix of administration and reception staff. The practice had a full-time practice manager.

The provider is registered with CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.