

# Review of compliance

<p>Doctorcall Limited Doctorcall London</p>	
<p><b>Region:</b></p>	<p>London</p>
<p><b>Location address:</b></p>	<p>121 Harley Street London W1G 6AX</p>
<p><b>Type of service:</b></p>	<p>Doctors consultation service Doctors treatment service Mobile doctors service</p>
<p><b>Date of Publication:</b></p>	<p>April 2012</p>
<p><b>Overview of the service:</b></p>	<p>Doctorcall is a private medical clinic that provides screening, diagnosis and treatment. It is based in Harley Street.</p>

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

## Our current overall judgement

**Doctorcall London was meeting all the essential standards of quality and safety.**

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 1 February 2012, observed how people were being cared for, talked to staff and talked to people who use services.

### What people told us

People who use the service made very positive comments about it and the treatment they received.

They told us they felt respected, treated with dignity, safe using the service and staff were competent, professional and courteous. They were informed of the consultation process, fees and how screening, diagnosis and treatment would take place. This enabled them to be involved in decision-making about the choices of treatment available and included any risks attached.

### What we found about the standards we reviewed and how well Doctorcall London 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 are respected and encouraged to take part in decisions made about their care, treatment and support.

Overall, we found that the clinic was meeting this essential standard.

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

People receive safe, appropriate care, treatment and support that meets their needs.

Overall, we found that the clinic was meeting this essential standard.

**Outcome 07: People should be protected from abuse and staff should respect their human rights**

People are protected from abuse, or the risk of abuse, and their human rights are protected.

Overall, we found that the clinic was meeting this essential standard.

**Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs**

People are kept safe and their health and welfare needs are met by having sufficient numbers of appropriate staff on duty.

Overall, we found that the clinic was meeting this essential standard.

**Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care**

People benefit from safe quality care and support due to effective decision making.

Overall, we found that the clinic was meeting this essential standard.

**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.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

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

People who use the service told us they were very satisfied with the way it was provided and felt treated with respect and dignity. They were given information about the available treatments. This took place during initial consultation and during the treatment process. It included possible risks involved with the treatment chosen.

#### Other evidence

There was written information and a website that told people about different treatments available and helped them decide if they wished to proceed or not. This complemented the information provided during consultations.

Consultations took place in private rooms to promote the dignity, respect and confidentiality of people who use the service. Their length was geared to the needs of the individual and people were also informed of treatment costs.

There were policies and procedures regarding treating people with dignity and respect and staff had received training regarding this.

#### Our judgement

People are respected and encouraged to take part in decisions made about their care, treatment and support.

Overall, we found that the clinic was meeting this essential standard.

## 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 who use the service commented positively about it. They told us the care, support and treatment they received was delivered in the way they wanted and when they wanted it. They were kept fully informed of all care and treatment options available to them and any risks attached to those options. They were supported and enabled to make decisions in their own time regarding treatment and kept fully informed of the outcome of any screening, diagnosis or treatment. This was followed up by post treatment patient feedback.

##### Other evidence

The waiting area was comfortable and consulting and treatment rooms provided privacy, dignity and a relaxed atmosphere for people who use the service.

There was written information about the clinic available including a description of the services available. Staff were polite, friendly and helpful throughout our visit. People were required to sign a consent form and complete a health questionnaire prior to treatment. Clinical notes were updated after each consultation or treatment and kept securely in a computerised system.

No invasive treatments were carried out at this location. If the required treatment could not be provided on site people were referred elsewhere. People could be accompanied to consultation and treatment if they wished.

Sharps boxes were emptied when three quarters full and clinical waste disposed of appropriately by contractors.

#### Our judgement

People receive safe, appropriate care, treatment and support that meets their needs.  
Overall, we found that the clinic was meeting this essential standard.

## Outcome 07: Safeguarding people who use services from abuse

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

### What we found

#### Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

#### Our findings

##### What people who use the service experienced and told us

People who use the service did not directly comment on safeguarding. They did say they felt safe using the clinic and the services provided.

##### Other evidence

The clinic had safeguarding vulnerable adults and children policies, procedures and guidance in place. Staff had also received safeguarding training. There were no current safeguarding alerts or issues.

##### Our judgement

People are protected from abuse, or the risk of abuse, and their human rights are protected.

Overall, we found that the clinic was meeting this essential standard.

## Outcome 13: Staffing

### 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 sufficient numbers of appropriate staff.

### What we found

#### Our judgement

The provider is compliant with Outcome 13: Staffing

#### Our findings

##### What people who use the service experienced and told us

People told us there were sufficient staff to meet their needs and provide the service they wanted. They also said they found staff to be courteous, approachable and professional.

##### Other evidence

We saw evidence that staff received regular supervision and an annual appraisal as well as being in daily contact at the clinic. There were suitable numbers of staff present to meet people's needs.

Regular updated training was provided that included fire and resuscitation.

##### Our judgement

People are kept safe and their health and welfare needs are met by having sufficient numbers of appropriate staff on duty.

Overall, we found that the clinic was meeting this essential standard.

## Outcome 16: Assessing and monitoring the quality of service provision

### What the outcome says

This is what people who use services should expect.

People who use services:

\* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

### What we found

#### Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

#### Our findings

##### What people who use the service experienced and told us

People who use the service did not directly comment on the clinic's quality assurance and monitoring system. They did tell us they were in regular contact with the clinic either by telephone or face to face and asked to fill in satisfaction questionnaires to make sure they were satisfied with the treatment and service provided.

##### Other evidence

The procedures followed and medical records kept showed us that there are monitoring systems in place to ensure people are satisfied with the consultations and treatment they experienced, they were conducted safely and staff were courteous, professional and helpful.

They also demonstrated that consultation and treatment took place in a safe, risk assessed environment underpinned by regular clinical audits.

##### Our judgement

People benefit from safe quality care and support due to effective decision making. Overall, we found that the clinic was meeting this essential standard.

# 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.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

**Improvement actions:** These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

**Compliance actions:** These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, 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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