

Review of compliance

Canova Medical Limited Canova Medical	
Region:	North West
Location address:	36A Alderley Road Wilmslow Cheshire SK9 1JX
Type of service:	Doctors consultation service Doctors treatment service
Date of Publication:	January 2012
Overview of the service:	Canova Medical is the provider of a variety of cosmetic plastic surgery treatments. Treatments offered, include liposuction, breast enhancement, face lift, rhinoplasty and blepharoplasty which fall within the scope of the Health and Social Care Act 2008 and are regulated by the Care Quality Commission. Consultations are carried out at the organisations Wilmslow premises and

	all surgery is undertaken in various hospital settings.
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Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Canova Medical 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 29 November 2011, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

People told us they had been provided with full details about the clinic to include where and when treatment would take place. They felt they were treated with dignity and their privacy was maintained at all times.

People told us that at the initial visit they were consulted about what treatment they required. They said that they were required to give full medical details prior to any cosmetic surgery being carried out.

After that they were given detailed information about any risks or side effects they may experience if surgery was undertaken.

People said they had researched various cosmetic surgery clinics and felt that Canova Medical are very ethical in their practices. People said they feel the clinic provide safe effective personalised treatment.

People told us they were delighted with the services provided. They said that follow up visits and telephone consultations enabled them to discuss outcomes with positive effect.

What we found about the standards we reviewed and how well Canova Medical 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

The provider is meeting this essential standard because people who use services have their privacy, dignity and independence respected and their views taken into account.

Outcome 02: Before people are given any examination, care, treatment or support,

they should be asked if they agree to it

The provider is meeting this essential standard because they have systems in place to gain and review consent from people who use services.

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

The provider is meeting this essential standard because people who use services experience effective, safe and appropriate care and treatment that meets their needs.

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

The provider is meeting this essential standard because people are protected from abuse or the risk of abuse and have their human rights protected.

Outcome 08: People should be cared for in a clean environment and protected from the risk of infection

The provider is meeting this essential standard of quality and safety by having systems in place to prevent the spread of infection.

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

The provider is compliant with this essential standard because they have processes in place to assess the quality of the service provided and ensure that the needs of the people for whom they care are being met.

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 told us they had been provided with full details about the clinic to include where and when treatment would take place.

People said they were treated with dignity and their privacy was maintained at all times.

Other evidence

When we visited Canova Medical we saw that the information packs for the services provided were detailed and provided appropriate information so that people could understand the treatment offered.

We looked at three sets of randomly selected notes and it was clear that for these people information had been provided and that they had indicated by signature that they had understood it.

We noted that the treatment and consulting rooms offered appropriate privacy to people who use the service.

The manager advised that all windows are at a high level and the entrance and exit doors are placed in such a way as to allow people to enter and exit the building in a way that maintains their privacy.

The clinic is located on the first floor and is not accessible to some people with a disability. This is explained to prospective patients and when necessary they are directed to other service providers.

Our judgement

The provider is meeting this essential standard because people who use services have their privacy, dignity and independence respected and their views taken into account.

Outcome 02: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- * Where they are able, give valid consent to the examination, care, treatment and support they receive.
- * Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- * Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with Outcome 02: Consent to care and treatment

Our findings

What people who use the service experienced and told us

People told us that at the initial visit they were consulted about what treatment they required. They said that they were required to give full medical details prior to any cosmetic surgery being carried out.

They said that they were given detailed information about any risks or side effects they may experience if surgery was undertaken.

Other evidence

When we visited Canova Medical we saw that the information packs for the services provided were detailed and provided appropriate information so that people could understand the treatment offered. This information included a comprehensive explanation of risks together with advice on pre and post operative risk mitigation including the use of tobacco and alcohol.

We saw evidence from the sample of care files that we examined that people had provided full medical history and made signed statements indicating their understanding of the treatments, the outcomes and possible side effects.

We asked whether treatments were offered to people who might be vulnerable or lack elements of decision making capacity and we were assured that they were not. The registered manager discussed how they would deal with such a situation and gave an

example of a consultation when such an issue had arisen.

The provider does not provide treatment on the registered premise. After the initial consultation, if suitable, a time and place for the cosmetic surgery is arranged to be carried out in a hospital setting.

Our judgement

The provider is meeting this essential standard because they have systems in place to gain and review consent from people who use services.

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 treated with dignity and made to feel at ease. They said the staff were thorough with their questioning about past medical history and made sure that people fully understood the surgery process and outcome. People said they had researched various cosmetic surgery clinics and felt that Canova are very ethical in their practices. People said they feel the clinic provide safe effective personalised treatment.

Other evidence

Care plans and medical notes examined showed that treatment plans were personalised to the individual needs and circumstances of patients.

We asked the service about its arrangements for dealing with emergencies that might arise. We were told that emergency treatment would be initiated immediately by the doctor who was present at all times during treatment and that an NHS ambulance would be called.

Our judgement

The provider is meeting this essential standard because people who use services experience effective, safe and appropriate care and treatment that meets their needs.

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 said they are asked if they require a chaperone and more than one staff member is available when any treatment is carried out.

Other evidence

People who use the service are unlikely to be vulnerable nor as a result of the treatment provided made vulnerable. Staff said they explain each stage of the treatment at each stage of the procedure. Staff told us people are asked if they wish for a chaperone to accompany them and when treatment is being carried out at least two staff are present.

The registered manager was aware of safeguarding procedures and knew that they could report cases of abuse disclosed by patients through the local authority's safeguarding arrangements.

Our judgement

The provider is meeting this essential standard because people are protected from abuse or the risk of abuse and have their human rights protected.

Outcome 08: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

What we found

Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

We did not ask people about this outcome area.

Other evidence

When we visited Canova Medical we saw that the general environment and the consulting and treatment room in particular were clean and maintained in a good physical condition.

There were facilities for hand washing in the consulting and treatment area and we saw that personal protective equipment was available. However staff told us that cosmetic surgery is not carried out on the premises. After consultations have taken place surgical procedures are undertaken in various hospital settings.

Our judgement

The provider is meeting this essential standard of quality and safety by having systems in place to prevent the spread of infection.

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 said they were delighted with the services provided. They said that follow up visits and telephone consultations enabled them to discuss outcomes with positive effect.

Other evidence

When we visited we saw that the clinic had procedures in place to assess and monitor the services provided.

There were systems to assess the outcomes of the surgery, both from a clinical perspective and through an assessment of the patient's satisfaction. We saw evidence that these assessments were considered and if necessary acted upon.

The provider has procedures to carry out risk assessments and we saw examples of how these had identified problems which had then been acted upon.

The provider carries out an annual customer satisfaction survey and the results are analysed to inform and improve the practice.

Our judgement

The provider is compliant with this essential standard because they have processes in place to assess the quality of the service provided and ensure that the needs of the people for whom they care are being met.

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

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
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