

# Review of compliance

## Harley Street Ambulance Service Limited Harley Street Ambulance Service

<b>Region:</b>	London
<b>Location address:</b>	Unit 8, 715 North Circular Road London NW2 7AQ
<b>Type of service:</b>	Ambulance service
<b>Date of Publication:</b>	April 2012
<b>Overview of the service:</b>	Harley Street Ambulance Service (HSAS) was established in 1982. HSAS offer a 24 hour service, by trained ambulance technicians and paramedics. The service is located in an industrial estate in North West London. HSAS owns five vehicles, which are used for patient transport services.

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

## Our current overall judgement

**Harley Street Ambulance Service 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 to check whether Harley Street Ambulance Service had made improvements in relation to:

- Outcome 07 - Safeguarding people who use services from abuse
- Outcome 08 - Cleanliness and infection control
- Outcome 11 - Safety, availability and suitability of equipment
- Outcome 12 - Requirements relating to workers
- Outcome 16 - Assessing and monitoring the quality of service provision

### How we carried out this review

We reviewed all the information we hold about this provider.

### What people told us

We visited Harley Street Ambulance Services Ltd on 24 January 2012 as part of a review of compliance. This review of compliance did not include a visit to the service.

### What we found about the standards we reviewed and how well Harley Street Ambulance Service was meeting them

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

The registered person made suitable arrangements for staff to understand the safeguarding and whistle blowing procedure.

Overall, we found that Harley Street Ambulance Services Ltd was meeting this essential standard.

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

The registered person ensured that vehicles were clean and patients were not exposed to

unnecessary risk resulting from poor hygiene procedures. Regular cleaning audits and records were maintained.

Overall, we found that Harley Street Ambulance Services Ltd was meeting this essential standard.

**Outcome 11: People should be safe from harm from unsafe or unsuitable equipment**

The registered person ensured that all equipment was checked appropriately and replaced before it expired.

Overall, we found that Harley Street Ambulance Services Ltd was meeting this essential standard.

**Outcome 12: People should be cared for by staff who are properly qualified and able to do their job**

The registered person operated an effective recruitment procedure ensuring that robust checks on new prospective employees were carried out.

Overall, we found that Harley Street Ambulance Services Ltd 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**

The registered person ensured that ongoing quality monitoring and assessment was carried out, which ensured services to patients were improved if required.

Overall, we found that Harley Street Ambulance Services Ltd 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 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

This compliance review was undertaken to check that the provider had made improvements to the service in order to be compliant with this essential outcome. We did not visit on this occasion.

##### Other evidence

At our last inspection on 24 January 2012 we had concerns that staff were not aware of the correct safeguarding and whistle blowing procedure.

The provider sent us an action plan outlining how this essential outcome would be met. We also received written evidence that staff had read the handbook and validated with their signature that they understood the whistle blowing procedure and safeguarding policy.

##### Our judgement

The registered person made suitable arrangements for staff to understand the safeguarding and whistle blowing procedure.

Overall, we found that Harley Street Ambulance Services Ltd was meeting this essential standard.

## 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

This compliance review was undertaken to check that the provider had made improvements to the service in order to be compliant with this essential outcome. We did not visit on this occasion.

##### Other evidence

At our last inspection on 24 January 2012 we had concerns that ambulance vehicles were not always cleaned appropriately and up to date records demonstrating an ongoing cleaning protocol were not available.

The provider sent us an action plan outlining how this essential outcome would be met. We also received written evidence that cleaning of ambulances was undertaken daily and ambulance crews recorded this cleaning activity on a daily basis.

##### Our judgement

The registered person ensured that vehicles were clean and patients were not exposed to unnecessary risk resulting from poor hygiene procedures. Regular cleaning audits and records were maintained.

Overall, we found that Harley Street Ambulance Services Ltd was meeting this essential standard.

## Outcome 11: Safety, availability and suitability of equipment

### What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- \* Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- \* Benefit from equipment that is comfortable and meets their needs.

### What we found

#### Our judgement

The provider is compliant with Outcome 11: Safety, availability and suitability of equipment

#### Our findings

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

This compliance review was undertaken to check that the provider had made improvements to the service in order to be compliant with this essential outcome. We did not visit on this occasion.

##### Other evidence

At our last inspection on 24 January 2012 we had concerns that single use equipment was not within the manufacturer's expiry dates. The last date for using this equipment had expired as far back as 2005.

The provider sent us an action plan outlining how this essential outcome would be met. We also received written evidence that all expired single use equipment had been disposed of and new equipment had been purchased.

##### Our judgement

The registered person ensured that all equipment was checked appropriately and replaced before it expired.

Overall, we found that Harley Street Ambulance Services Ltd was meeting this essential standard.

## Outcome 12: Requirements relating to workers

### 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 staff who are fit, appropriately qualified and are physically and mentally able to do their job.

### What we found

#### Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

#### Our findings

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

This compliance review was undertaken to check that the provider had made improvements to the service in order to be compliant with this essential outcome. We did not visit on this occasion.

##### Other evidence

At our last inspection on 24 January 2012 we had concerns that references were not verbally verified and appropriate criminal records bureau (CRB) checks were not in place.

The provider sent us an action plan outlining how this essential outcome would be met. We also received written evidence that systems were put into place to verbally verify references and appropriate CRB checks were obtained for all staff employed.

##### Our judgement

The registered person operated an effective recruitment procedure ensuring that robust checks on new prospective employees were carried out.

Overall, we found that Harley Street Ambulance Services Ltd 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

This compliance review was undertaken to check that the provider had made improvements to the service in order to be compliant with this essential outcome. We did not visit on this occasion.

##### Other evidence

At our last inspection on 24 January 2012 we had concerns that quality assessments and monitoring systems were not always effective.

The provider sent us an action plan outlining how this essential outcome would be met. We also received written evidence that demonstrated that ongoing quality monitoring was in place. It demonstrated that patients were protected and could benefit from improvements in the quality of the care and treatment provided by the independent ambulance service.

##### Our judgement

The registered person ensured that ongoing quality monitoring and assessment was carried out, which ensured services to patients were improved if required.

Overall, we found that Harley Street Ambulance Services Ltd 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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