

The Lime Tree Surgery

Quality Report

Lime Tree Avenue

Worthing

West Sussex

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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?

Requires improvement



Are services well-led?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 4 February 2016. Breaches of legal requirements were found in relation to safety and for being well-led. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements. We undertook this focused inspection on 11 October 2016 to check that they had followed their plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements. The full comprehensive report on the 4 February 2016 inspection can be found by selecting the 'all reports' link for The Lime Tree Surgery on our website at www.cqc.org.uk.

Our previous report highlighted the following areas where the practice must improve:

- Continue to improve records of training, including that nurses are trained to level two for child safeguarding.
- Continue to improve records of staff appraisals to ensure they are completed annually for all staff.
- Ensure that all Patient Specific Directions are recorded and completed correctly, in line with legislation.

- Ensure fire extinguishers and oxygen tanks are fit for use and appropriately serviced.
- Display appropriate warning signage on treatment room doors where oxygen is stored.
- Ensure there are arrangements for all staff to attend formal meetings, including discussion of significant events in a timely manner, and improve communication at all levels.

This inspection was an announced focused inspection carried out on 11 October 2016 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 4 February 2016. We found that not all of the requirements had been met.

Our key findings across the areas we inspected for this focused inspection were as follows:-

- The practice had implemented a system to monitor and maintain an overview of all training and staff appraisals. However we noted that not all staff had completed safeguarding and Mental Capacity Act 2005 training to a level appropriate to their role.

Summary of findings

- We saw evidence that Patient Specific Directions were recorded and completed correctly, in line with legislation.
- We saw that fire extinguishers and oxygen tanks had been appropriately serviced.
- There were appropriate warning signs in areas where oxygen was stored.
- We saw evidence that staff attended formal meetings, which included discussion of significant events.

There was still an area of practice where the provider needs to make improvements.

Importantly, the provider must:

- Ensure that all clinical staff undertake appropriate training to the required level for safeguarding vulnerable adults and children. As well as undertake training for the Mental Capacity Act 2005

At our previous inspection on 4 February 2016, we rated the practice as requires improvement for providing safe services as not all clinical staff had received training for safeguarding children or vulnerable adults. At this inspection, we found that some training for staff was still missing. Consequently, the practice is still rated as requires improvement for providing safe services.

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 still rated as requires improvement for providing safe services.

At our previous inspection in February 2016, we rated the practice as requires improvement for providing safe services as the arrangements were not sufficient in respect of sharing learning from significant events which were not always timely or shared widely enough to support improvement, staff training, patient specific directions (PSDs) to allow health care assistants to administer medicines, fire extinguishers and the monitoring and storage of oxygen.

On this occasion we found that:

- The practice could not provide evidence that all staff had completed safeguarding and mental capacity act training to a level appropriate to their role.
- There was evidence that significant events were discussed in a timely manner and shared appropriately to support improvement.
- The practice had reviewed and implemented a new system for the use of PSDs.
- All fire extinguishers had been serviced and were within their expiry dates.
- Oxygen cylinders were within their expiry dates and the areas where they were stored were clearly signed.

Requires improvement



Are services well-led?

The practice is now rated as good for being well-led.

At our previous inspection in February 2016 we found that; the practice did not have a system for monitoring staff training or implementing annual staff appraisals, communication within the practice could be improved including sharing learning and keeping staff up to date about changes.

On this occasion we found that:

- The practice had implemented a system for monitoring staff training.
- Staff told us that communication had improved since our last inspection and they felt more involved in the practice. This included opportunities for all staff to attend meetings.
- We saw evidence that all staff had received appraisals within the last twelve months.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The practice is rated good for the care of older people.

Good



At our inspection on 4 February 2016 the provider was rated as requires improvement for safety and for being well-led. The concerns which led to these ratings applied to everyone using the practice, including this population group. At this inspection, the practice is rated as requires improvement for safety and for being well-led; therefore this population group is now also rated as good.

People with long term conditions

The practice is rated as good for the care of people with long-term conditions.

Good



At our inspection on 4 February 2016 the provider was rated as requires improvement for safety and for being well-led. The concerns which led to these ratings applied to everyone using the practice, including this population group. At this inspection, the practice is rated as requires improvement for safety and good for being well-led; this population group is now rated as good.

Families, children and young people

The practice is rated as good for the care of families, children and young people.

Good



At our inspection on 4 February 2016 the provider was rated as requires improvement for safety and for being well-led. The concerns which led to these ratings applied to everyone using the practice, including this population group. At this inspection, the practice is rated as requires improvement for safety and good for being well-led; this population group is now rated as good.

Working age people (including those recently retired and students)

The practice is rated as good for the care of working-age people (including those recently retired and students).

Good



At our inspection on 4 February 2016 the provider was rated as requires improvement for safety and for being well-led. The concerns which led to these ratings applied to everyone using the practice, including this population group. At this inspection, the practice is rated as requires improvement for safety and good for being well-led; this population group is now rated as good.

Summary of findings

People whose circumstances may make them vulnerable

The practice is rated as good for the care of people whose circumstances may make them vulnerable.

Good



At our inspection on 4 February 2016 the provider was rated as requires improvement for safety and for being well-led. The concerns which led to these ratings applied to everyone using the practice, including this population group. At this inspection, the practice is rated as requires improvement for safety and good for being well-led; this population group is now rated as good.

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the care of people experiencing poor mental health (including people with dementia).

Good



At our inspection on 4 February 2016 the provider was rated as requires improvement for safety and for being well-led. The concerns which led to these ratings applied to everyone using the practice, including this population group. At this inspection, the practice is rated as requires improvement for safety and good for being well-led; this population group is now rated as good.