

Browd Medical Limited

La Maison Medicale

Inspection report

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Overall summary

We carried out an announced comprehensive inspection at La Maison Médicale on 25 April 2018. At the February 2018 inspection, we issued the practice with a warning notice for breach of Regulation 12 of the Health and Social Care Act (HCSA) 2014. We found that the provider did not have sufficient systems and processes in place to keep people safe. The report on the April 2018 focused follow-up inspection can be found by selecting the 'all reports' link for La Maison Médicale on our website at www.cqc.org.uk.

This inspection was a focused follow-up inspection carried out on 12 September 2018 to confirm that the practice had addressed the issues in the warning notice and now met the legal requirements. This report covers our findings in relation to those requirements and is a supplementary report to accompany the current full comprehensive inspection report on the service.

At this inspection we found that the requirements of the warning notice had been met.

Our key findings were:-

- Emergency medicines kept on site were suitable for patients.
- Infection prevention control audits had commenced at the service.

In addition we noted:

- The service had commenced reviewing and updating their standard operating procedures.
- A Legionella assessment had taken place at the service in July 2018.
- The service had been in contact with the landlord of the building in which the service is situated to arrange for a fire drill to be undertaken. Three members of staff are scheduled to undertake fire warden training in October 2018.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

La Maison Medicale

Detailed findings

Background to this inspection

La Maison Médical is private doctors' clinic based in South Kensington, in the south-west part of central London. The service provides services to the whole community. A large number of patients registered with the service have French as either their primary or second language. The service provides patients with access to a number of clinical specialists, a number of which are located primarily in France, but are registered to practice medicine in the UK. These specialists have experience in a number of areas including general medicine, dermatology, gynaecology, urology, as well as providing physiological and lifestyle assessments. These clinical specialists are contracted to work at the service when their services are required by a registered customer.

The services offered by La Maison Médicale are provided to adults and children as private patients.

The service is situated in a rented basement floor of a terraced converted building, which has consultation/treatment rooms, a patient waiting area, patient toilets and rooms for administrative staff.

The nominated individual (the point of contact between the Commission and the service) is the registered manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

La Masion Médicale is registered to conduct the following regulated activities under the Health and Social Care Act 2008:-

- Treatment of disease, disorder and injury.
- Diagnostic and screening procedures.

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

Are services safe?

Our findings

At our previous inspection on 25 April 2018, we found that the service was not providing safe care in accordance with the relevant regulations as the arrangements in respect of having appropriate emergency medicines were not effective. We also found there were no arrangements in place for the management of infection prevention and control at the service.

We undertook a follow up inspection on 12 September 2018 to ensure compliance with the warning notice issued to the service and found that these arrangements had significantly improved.

Safety systems and processes

- The service had implemented an interim infection prevention and control policy. A consultant infection control nurse had been employed and they had started work on this policy, which included conducting regular infection control audits. The latest infection control audit at the service took place in July 2018. Infection prevention and control training for staff had commenced and further training had been arranged for November 2018.

- The service had risk assessments to monitor safety of the premises such as control of substances hazardous to health and legionella (Legionella is a term for a particular bacterium which can contaminate water systems in buildings). Following our previous inspection in April 2018, an external contractor had been employed to conduct Legionella assessment of the service, and this was conducted in July 2018. The practice was currently in discussion with the landlord to resolve the action that was identified as an outcome from the assessment.

Risks to patients

- The emergency medicines held by the service were easily accessible and staff knew of their location. The medicines on site were appropriate to deal with an on-site medical emergency. Records showed the medicines kept on site by the service were checked regularly to ensure they were in date and safe to use.
- There was oxygen and a defibrillator (with adult and child pads) at the service. Staff at the service had received training on the use of the defibrillator.