

Review of compliance

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| <p>Unilabs Limited The Harley Street Breast Clinic</p> | |
| Region: | London |
| Location address: | 3rd Floor, 148 Harley Street London W1G 7LG |
| Type of service: | Diagnostic and/or screening service |
| Date of Publication: | April 2012 |
| Overview of the service: | <p>The Harley Street Breast Clinic provides consultation and diagnostic tests for people with breast problems. The diagnostic tests provided are mammograms, ultrasounds and biopsies of the breasts. Staff at the clinic include Breast Surgeons, Radiographers, Cytologists, Registered Nurses and a Mammographer.</p> |

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

Our current overall judgement

The Harley Street Breast Clinic 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 7 March 2012 and talked to staff.

What people told us

We did not speak with patients on this occasion. However, most respondents to the patient survey stated that they were provided with adequate information and the clinic facilities were clean and tidy.

What we found about the standards we reviewed and how well The Harley Street Breast Clinic 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

Patients understand the care and treatment choices available to them and are treated with privacy and dignity. Overall, The Harley Street Breast Clinic was meeting this essential standard.

Outcome 06: People should get safe and coordinated care when they move between different services

Patients receive safe and coordinated care and treatment where more than one provider is involved. Overall, The Harley Street Breast Clinic was meeting this essential standard.

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

Patients are protected from abuse, or the risk of abuse. Overall, The Harley Street Breast Clinic was meeting this essential standard.

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

Patients are treated in a clean environment and the provider has systems in place to manage and monitor the prevention and control of infection. Overall, The Harley Street Breast Clinic was meeting this essential standard.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

Patients have their health and welfare needs by competent staff. Overall, The Harley Street Breast 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

Patients benefit from safe care and treatment, due to effective decision making and the management of risks to their health, welfare and safety. Overall, The Harley Street Breast 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

We did not speak with patients about this outcome on this occasion. However, most respondents to the patient survey stated that they were provided with adequate information about the service and their treatment.

Other evidence

Detailed information on the clinic and its services is provided on its website. Information leaflets are also available onsite and these include general information on the clinic as well as condition specific leaflets on breast cysts and fibroadenoma. Information leaflets include how to make an appointment, make a complaint and give feedback.

The clinic has a waiting area, a consulting room, a mammography room and a laboratory where breast biopsies and ultrasounds are performed and analysed. Staff told us that patients are always seen in private and there are privacy screens in the rooms if necessary. Patients can request to have a chaperone at any time and this will be accommodated the clinic.

Patients are informed that the clinic is not accessible to wheelchair users, but that arrangements have been made so that they can be seen at an alternative clinic. The clinic has arrangements in place for language translation services for people who need

it. However, we were told that people who speak limited English, often attend their appointments with a relative who can translate on their behalf.

Our judgement

Patients understand the care and treatment choices available to them and are treated with privacy and dignity. Overall, The Harley Street Breast Clinic was meeting this essential standard.

Outcome 06: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

* Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with Outcome 06: Cooperating with other providers

Our findings

What people who use the service experienced and told us

We did not speak with people about this outcome on this occasion.

Other evidence

The clinic gets most of its referrals from private doctors and some patients are self referrals. Staff told us that there is no contract between the clinic and the referring private doctors. However, a summary of the patients' visit is sent by post to their private doctor, provided that they have given their consent to do so. The clinic has a consent policy in place, which states that employees have a duty not to disclose patients' confidential information. Staff sign a confidentiality agreement to keep patients information confidential.

Our judgement

Patients receive safe and coordinated care and treatment where more than one provider is involved. Overall, The Harley Street Breast 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

We did not speak with people about this outcome on this occasion.

Other evidence

We saw evidence that the clinic has access to Westminster's safeguarding vulnerable adults policy. Staff has had a training session on protecting vulnerable adults and told us what they would do if they suspected a patient was being abused. We saw the training log that confirmed that staff had attended training on protecting vulnerable adults.

Our judgement

Patients are protected from abuse, or the risk of abuse. Overall, The Harley Street Breast Clinic 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

We did not speak with people about this outcome on this occasion. However, most respondents to the patient survey stated that the clinic facilities were clean and tidy.

Other evidence

The clinic has an infection control policy, but this is in need of updating. There is a lead for infection control and an infection control audit was carried out in February 2012. Where there were gaps in assurance, recommendations were made and appropriate action plans were devised. The clinic was clean and tidy and there are hand hygiene facilities throughout the premises. Alcohol gel was available in order to minimise the spread of infection.

Our judgement

Patients are treated in a clean environment and the provider has systems in place to manage and monitor the prevention and control of infection. Overall, The Harley Street Breast Clinic was meeting this essential standard.

Outcome 14: Supporting staff

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 competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

We did not speak with people about this outcome on this occasion.

Other evidence

We saw evidence that staff undertook mandatory training including fire safety, manual handling and care of substances hazardous to health (COSHH). The mandatory training is viewed by staff on a DVD and they sign to confirm when they have watched it.

We were told that staff are members of relevant professional bodies, who ensure that they meet the required standards. Staff told us that clinical staff undertake continuous professional development and independent studies such as reviewing journal articles. Permanent staff have their performance appraised on an annual basis and the doctors on practicing privileges submit their appraisals biennially. Team meeting occur every two months and Medical Advisory meeting occur every three months.

Our judgement

Patients have their health and welfare needs by competent staff. Overall, The Harley Street Breast 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

We did not speak with people about this outcome on this occasion.

Other evidence

Staff told us that all mammograms go through an arbitration process between two radiologists to ensure accuracy. We saw evidence that the clinic conducts various clinical audits including audits on mammography and radiation safety. Six-monthly and annual quality assurance surveys are conducted on the mammography x-ray machine. We saw evidence that the Radiation Protection Advisor reviews the Local Rules annually and the Medical Physics Expert also carry out reviews on an annual basis.

There is evidence that patient surveys are carried out annually and the last one was reported on in November 2011. This showed that the majority of patients were satisfied with the service they received. Staff told us that quality testing of the mammogram machine was carried out daily in order to ensure the dose was within the recommended range. Staff also carried out weekly dose limit tests on the mammogram machine.

Staff keep records on any untoward incidents via a risk register and a complaints log is also kept. There had been no major incidents or complaints at the clinic in the past year.

Our judgement

Patients benefit from safe care and treatment, due to effective decision making and the management of risks to their health, welfare and safety. Overall, The Harley Street

Breast 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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