

Our Healthcare Standards

At London Surgical Suites, Clinical Standards are our first and foremost priority.

We continuously monitor our performance against the standards set by the Care Quality Commission and strive for continuous improvement and outstanding patient care.

At our first inspection in February 2022 the CQC identified certain areas where we could improve. We have taken these seriously, immediately addressing any concerns highlighted. A summary of our response is outlined below.

Regulation 17 HSCA (RA) Regulations 2014 Good governance

- Must ensure incidents are reported and investigated.

We have taken a proactive approach to managing Good Governance. There is now a robust system in place to improve the standard of services provided to service users. We acknowledge that incidents were not managed or reflected upon adequately, we have now implemented a full database that tracks the whole incident process issuing a risk score, tracking meetings and all relevant details.

Regulation 9 HSCA (RA) Regulations 2014 Person-centred care.

- Must ensure there are appropriate arrangements in place for people with a disability to use the service.

In response to the above statement,

Physical accessibility to the building- we provide access in the parking area and there is a lift to support people with a disability, which is an obstacle free route.

We have engaged with RNIB (Royal National Institute for the Blind) to have an Eye Clinic Liaisons Office, who will be a point of contact to provide support and resources for vulnerable patient.

We have in place an accessible toilet with handrail for people using wheelchairs, we have a wheelchair on request for patients that have crutches or mobility issues.

We are seeking more ways to communicate with patients who have disabilities including those with visual and hearing impairments, to provide auxiliary aids, a hearing loop, seating at different heights. And scales.

We have further implemented the following:

Finding out discreetly about any requirements for service users when they need to get to the clinic.

Regulation 15 CQC (Registration) Regulations 2009 Notifications-notice of changes

- Must ensure the Care Quality Commission (CQC) is informed of any changes to the registered details of the service.

It was not the intention of the clinic to mis lead the Commission in notifying them of the changes that the provider was making in respect to the running of the clinic.

We failed to notify the CQC of the specific change of CQC Registered Manager.

To meet the requirements of this regulation we have since notified the CQC regarding the absence of the registered manager and have since the inspection applied to register our Clinical Governance Lead.

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

- Must ensure all staff have mandatory training in key skills.
- Must ensure staff complete an updated risk assessments for each patient.

The clinics new induction/ welcome letter for consultants ensures that doctors all sign to confirm that their training is up to date, notwithstanding the above, there is online training available for all staff at any time.

Going forward all new staff will enter the Mandatory Training Cycle at Induction.

We are currently undertaking a review of our patient preparations for Elective Day Surgery in line with NHS England Improving Quality/ Patient Preparation and Risk.

Regulation 13 HSCA (RA) Regulations 2014 Safeguarding service users from abuse and improper treatment

- Must ensure all staff complete safeguarding training

We have updated our Safeguarding Policy to be clearer and our staff have updated their level 2&3 training.

Our Clinic Manager Safeguarding training will be progressed to the advanced Level 4 Safeguarding Officer training to ensure we are robust in thresholds of need and any safeguarding issues.

Staff are fully aware of the vision and strategy for the hospital and are keen to make a difference everyday to deliver the vision.

We are fully engaged with our local CQC team and look forward to our next inspection as an opportunity to evidence our excellent care.