

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Fairfield Park Health Centre

Location / Core Service address	Date
Fairfield Park Health Centre Tynning Lane Camden Road, Bath BA1 6EA	24/06/2020

Dear Fairfield Park Health Centre

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

Assessment Area 1

Safe care and treatment

1.1 Had risks related to infection prevention and control, including in relation to COVID-19, been assessed and managed?

Yes There were systems to assess and respond to risks regarding infection prevention and control, including those associated with COVID-19.

1.2 Were there sufficient quantities of the right equipment to help the provider manage the impact of COVID-19?

Yes Essential equipment, such as personal protective equipment, was available in sufficient quantities to help you manage the impact of COVID-19.

1.3 Was the environment suitable to containing an outbreak?

Yes You had taken steps to ensure the environment was as effective as possible in containing an outbreak of COVID-19.

1.4 Were systems clear and accessible to staff, service users and any visitors to the service?

Yes Systems to ensure the environment were conducive to containing an outbreak of COVID-19 were clear and accessible to people using the service.

1.5 Were medicines managed effectively?

Yes Service users' medicines were effectively managed, despite the increased pressures associated with COVID-19.

1.6 Had risk management systems been able to support the assessment of both existing and COVID-19 related risks?

Yes Systems enabled the continued management of known risks, as well as enabling the provider to respond to new and emerging risks, including those posed by COVID-19.

Assessment Area 2

Staffing arrangements

2.1 Were there enough suitable staff to provide safe care and treatment in a dignified and respectful way during the Covid-19 pandemic?

Yes There were enough suitably skilled staff to provide people with safe care in a respectful and dignified way during the Covid-19 pandemic.

2.2 Were there realistic and workable plans for managing staffing levels if the pandemic leads to shortfalls and emergencies?

Yes There were realistic and workable contingency plans for staffing shortfalls and emergencies during the COVID-19 pandemic.

Assessment Area 3

Protection from abuse

3.1 Were people using the service being protected from abuse, neglect and discrimination?

Yes People were being safeguarded from abuse, harassment and discrimination.

3.2 Had the provider been able to properly manage any safeguarding incidents or concerns during the pandemic?

Yes Action had been taken to properly respond to incidents, alerts or potential safeguarding incidents at the service.

Assessment Area 4

Assurance processes, monitoring and risk management

4.1 Had the provider been able to take action to protect the health, safety and wellbeing of staff?

Yes Staff health, safety and wellbeing were protected despite the increased pressures associated with COVID-19.

4.2 Had the provider been able to implement effective systems to monitor and react to the overall quality and safety of care

Yes There were effective systems to monitor the overall quality and safety of care being provided at the service during the COVID19 pandemic.

4.3 Is the provider able to support staff to raise concerns during the pandemic?

Yes Staff were able to raise concerns and were supported to speak up during the pandemic.

4.4 Had care and treatment provided to people been sufficiently recorded during the Covid-19 pandemic?

Yes Care and treatment provided to people is being sufficiently recorded during the Covid-19 pandemic.

4.5 Had the provider been able to work effectively with system partners when care and treatment is commissioned, shared or transferred?

Yes Working arrangements and information sharing with system partners during the Covid-19 pandemic are effective.

Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

It is noted that from the Annual Regulatory Review (ARR) completed in 2019 a comprehensive inspection of Fairfield Park Health Centre was planned for

20/03/2020. This was postponed due to the COVID-19 pandemic.

Details of the areas covered and our assessment are included in the previous sections of this summary. You also highlighted the following during the call:

Infection control products (Personal Protective Equipment - PPE)

The service encountered some challenges in obtaining some PPE products in the early stages of the pandemic. These were resolved, including through support and guidance from BaNES CCG; and central ordering and supply via BEMS+ (BaNES Enhanced Medical Services + Limited).

Staff cover

Staff were made available (HCA) to support the local BaNES 'Hot Hub' site; and their safety and welfare were ensured.

Supporting staff

You regularly reassured staff that you take their safety and welfare very seriously and, that if staff have concerns they are welcome to talk to you. Regular staff briefings and welfare calls are in place, along with ensuring that appropriate breaks and leave are taken.

Staff were also offered bereavement support after the passing of a member of staff (unrelated to COVID-19).

Safeguarding

You continued your vigilance to protect patients from neglect or abuse. A safeguarding issue investigated and as a result learning was identified and improved processes implemented to reduce the risk of potential harm to other patients. This was shared with other practices and recognised as best practice by the local safeguarding team.

Innovation

You implemented regular and comprehensive arrangements to review, filter and rationalise information for staff and patients. Keeping up to date was a challenge due to the large volume of COVID-19 updates received from a variety of sources. Summaries and links to detailed information were made available to staff via daily briefings; and to patients and others through the practice website. Significant effort was dedicated to ensuring information was up to date, easily accessible and communicated. For example, website content was shared with other BaNES practices (to share good practice and reduce duplication); and long, complex documents were summarised and shared with the LMC.