

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Dr Neeta Ghosh-Chowdhury

Location / Core Service address	Date
Dr Neeta Ghosh-Chowdhury 150 Hilltop Avenue Harlesden, London NW10 8RY	29/06/2020

Dear Dr Neeta Ghosh-Chowdhury

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.

The key stresses we identified for your service were the area where your practice is located was significantly affected by Covid 19 which led to large numbers of your

staff being absent at some points during the pandemic. We were also saddened to hear about a death of a neighbouring GP in your building which would have caused understandable anxiety for staff in the practice and building. We were very sorry to hear this. You also mentioned some difficulty in accessing the central NHS PPE stock due to not receiving login details to the central server. However, you still had sufficient PPE resources despite this. You went to additional personal expense for full gowns for which you are still querying how this will be reimbursed? The final area of frustration identified was surrounding infection control signs that were taken down due to infection control measures imposed by NHS property services. In all instances, we were reassured that patient safety and care wasn't compromised despite the challenges outlined and that these challenges were managed well..

All other areas, you were found to have been managing well and you held good actions plans and risk assessments in all areas.

Infection control products (this is where to record content relating to getting hold of PPE):

Issue identified with access to centralised PPE stock.

Infection control practice:

Practice raised frustration regarding signage being removed by NHS property services due to Infection control as this disrupted the practice's arrangements for communicating changes with patients.

Care and treatment for covid19 (this is where to record any access to care and treatment for C-19 issues):

No issues identified.

Testing for COVID-19 (this is where to record any access to C-19 testing issues):

No issues identified.

Non- COVID-19 care and treatment (this is where to record any access non-COVID-19 care and treatment issues):

Some challenges around acute hospital dna's recorded. Risks fully mitigated with practice's system for tracking referrals.

Staff cover:

No Issues identified despite high staff absence due to sickness

Staff support and training:

Anxiety identified due to the practice building being located in an area of confirmed COVID 19 cases.

Financial concerns:

Reimbursement concerns for some PPE purchased by the practice.

Temporary changes to the service:

No issues identified.

Management of the service:

No issues identified.

Improving and delivering care:

Several examples were given by the practice around safeguarding and social care support during the pandemic period.