

We are the regulator: Our job is to check whether hospitals, care homes and care services are meeting essential standards.

The Harrow Health Care Centre

84 - 88 Pinner Road, Harrow, HA1 4LP

Tel: 02088611221

Date of Inspection: 01 March 2013

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We inspected the following standards as part of a routine inspection. This is what we found:

Consent to care and treatment	✓ Met this standard
Care and welfare of people who use services	✓ Met this standard
Management of medicines	✓ Met this standard
Requirements relating to workers	✓ Met this standard
Records	✓ Met this standard

Details about this location

Registered Provider	The Harrow Health Care Centre
Registered Manager	Dr. Winifred Jane Woyka
Overview of the service	The Harrow Health Care Centre is a private GP surgery located in Harrow. It offers GP consultations as well as treatment and advice in a range of areas including children's and travel vaccinations, weight loss surgery aftercare, sexual and women's health and homeopathy.
Type of services	Doctors consultation service Diagnostic and/or screening service Doctors treatment service
Regulated activities	Diagnostic and screening procedures Family planning Treatment of disease, disorder or injury

Contents

When you read this report, you may find it useful to read the sections towards the back called 'About CQC inspections' and 'How we define our judgements'.

	Page
Summary of this inspection:	
Why we carried out this inspection	4
How we carried out this inspection	4
What people told us and what we found	4
More information about the provider	5
Our judgements for each standard inspected:	
Consent to care and treatment	6
Care and welfare of people who use services	7
Management of medicines	8
Requirements relating to workers	9
Records	10
About CQC Inspections	11
How we define our judgements	12
Glossary of terms we use in this report	14
Contact us	16

Summary of this inspection

Why we carried out this inspection

This was a routine inspection to check that essential standards of quality and safety referred to on the front page were being met. We sometimes describe this as a scheduled inspection.

This was an unannounced inspection.

How we carried out this inspection

We looked at the personal care or treatment records of people who use the service, carried out a visit on 1 March 2013, observed how people were being cared for and checked how people were cared for at each stage of their treatment and care. We talked with people who use the service and talked with staff.

What people told us and what we found

We spoke with two patients, five members of staff and observed two patient consultations. All the patients we spoke with said they were asked for their consent before any treatment commenced. We observed consent being obtained and recorded before each patient's treatment commenced. People said that the treatment process was explained to them by their doctor.

The patients we spoke with told us they were happy with their care and treatment at the service. They said that all the staff were helpful and treated them well. The provider monitored patient's health. They made sure any care and treatment provided was in line with professional guidance.

The patients we spoke with told us that they were happy with how their medication was handled and that all the aspects of taking the medication prescribed were always fully explained to them. We found that the provider handled, recorded and stored medication appropriately but that checks on their stored medication were not always undertaken at a consistent time.

The provider made appropriate checks to ensure that all the staff were both qualified and skilled to provide care and treatment that met patients needs.

The provider had records for both staff and patients that were fit for purpose and up to date. Records were stored appropriately to ensure their confidentiality.

You can see our judgements on the front page of this report.