

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

Rainbow Medical Centre

Location / Core Service address	Date
Rainbow Medical Centre 333 Robins Lane Sutton St Helens WA9 3PN	30/07/2020

Dear Rainbow Medical 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 Are infection risks to people using the service being thoroughly assessed and managed?**

---

**Yes** Infection risks to people using the service are being thoroughly assessed and managed.

---

---

**1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?**

---

**Yes** The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.

---

---

**1.3 Does the location's environment and layout support preventing and containing transmission of infection?**

---

**Yes** The location's environment supports the preventing and containing the transmission of infection.

---

---

**1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?**

---

**Yes** Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

---

---

**1.5 Are medicines being managed safely and effectively?**

---

**Yes** Medicines are being managed safely and effectively.

---

---

**1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?**

---

**Yes** Risks to the health of people using the service are being properly assessed, monitored and managed.

---

## Assessment Area 2

### Staffing arrangements

---

**2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?**

---

**Yes**            There were enough suitable staff to provide people with safe care in a respectful and dignified way.

---

---

**2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?**

---

**Yes**            There were realistic and workable plans for managing any staffing shortfalls and emergencies.

---

## Assessment Area 3

### Protection from abuse

---

**3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?**

---

**Yes**            People were being protected from abuse, neglect, discrimination, and loss of their human rights.

---

---

**3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?**

---

**Yes**            Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

---

## Assessment Area 4

### Assurance processes, monitoring and risk management

---

**4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?**

---

**Yes** The provider is monitoring and protecting the health, safety and wellbeing of staff.

---

---

**4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?**

---

**Yes** The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.

---

---

**4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?**

---

**Yes** Staff are supported to raise concerns and give feedback about the service.

---

---

**4.4 Is care and treatment provided to people being properly recorded?**

---

**Yes** Care and treatment provided to people is being properly recorded.

---

---

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

---

**Yes** The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

---

### Overall summary

During period the provider had taken steps in keeping with government guidance to meet the infection prevention and control challenges in all aspects of service delivery. New systems are flexible enough to respond to the changes that are required as the lockdown rules relax. There are no concerns relating to personal protection equipment or maintaining social distancing for staff and stakeholders

going forwards.

The branches were put to good use to reduce the potential viral load of vulnerable staff and reduce emotional fatigue for anxious staff.

The provider worked closely with the CCG and Primary Care Network.

Processes in place for monitoring the quality and effectiveness of changes which were introduced at a rapid pace are in place and the results will be audited and many changes will be embedded. .

The provider was proud to confirm that staff had been supportive and worked very well together, staff were supported as needed to adjust to the new ways of working which included the introduction of digital and video consultations and an increase in telephone consultations.

The practice was aware of a possible surge in patient contact when shielding ceases for people over 70 year olds and other Covid-19 susceptible patients.

The provider confirmed that the most vulnerable patients had been looked after through close collaboration with the appropriate secondary care agency and multi-agency meetings had continued. The provider felt these links had been strengthened further which would be beneficial during the easing of lockdown period.

The provider indicated they were beginning to plan for completing the flu vaccine which would begin in September 2020.

All referrals that are standard had been informed about the triage process and the practice had a system to keep track of these so they would be followed-up.