

COVID-19 Emergency Support Framework

Engagement and support call Summary Record

Dr Aarti Narayan-Denning

Location / Core Service address	Date
Reverse Time Wellness and Medical Aesthetics 2 Barnes Close , Winchester SO23 9QX	13/07/2020

Dear Dr Aarti Narayan-Denning

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

We had a general discussion around your current service situation due to COVID-19. You told me you had undertaken some virtual consultations for weight loss and hormone treatment, but approximately 50% of your work had temporarily been ceased due to COVID-19.

Relating to safe care and treatment, you told me you had not changed a large amount of your pre-consultation arrangements. You had always undertaken comprehensive risk assessments to support your medical model of treatment, including a pre-appointment check for a patient update. You have reduced face-to-face contact with patients and now consult remotely in the first instance. You told me you rent a space within a dental practice that has its own entry area so risks to patients access your clinic are limited. Patients have a temperature check at the door before entering (forehead scanner). We discussed cleaning arrangements for your clinic & you said you have an agreement with the landlord that covers daily cleaning. We discussed maintaining or accessing records of this cleaning for your own oversight & assurance. You advised you had researched appropriate cleaning solutions to use. Patient information was being updated on your website. You reported initial concerns about accessing PPE but you have since accessed appropriate alternatives and have a good supply chain. You advised you were able to maintain oversight of the cold chain during the pandemic. Emergency medicines & other medicines are securely stored & monitored regularly, with records maintained.

With regards to staffing arrangements you told me you have a zero hour therapist who has not yet restarted her treatment appointments, as they fall under the cosmetic category of treatment. You have always utilised a virtual PA system so a receptionist is not required on site. If you or your associate colleague become unwell or were unable to run the clinic due to COVID-19 symptoms, you told me you had appropriate access to testing & would cease your services accordingly in line with government guidance.

In relation to protection from abuse, you informed me you had not been required to raise any safeguarding incidents or alerts during the pandemic. However, we discuss your response to mothers requesting treatment for their children who may be under the age of 18years, which may cause a safeguarding concern. Your management of these queries appear well-managed. You are satisfied you have up to date contact details for the local safeguarding team.

With regards to assurance processes, monitoring and risk management, you told me you had carried out risk assessments. We discussed your thoughts on uploading these to your public website for clarity for your patients. You have undertaken a dry run with your aesthetic colleague, such as donning & doffing PPE, in preparation for opening the clinic for face-to-face consultations and found the process to be easy to undertake. You mentioned your business continuity plan has come into sharp focus & been reviewed, as nothing like this could ever have been predicted. You are a member of the Independent Doctors Federation & have found their signposting to latest guidance useful, although you have needed to adapt much of it yourself to suit your service.