

Inspection Summary Report

Spire Abergele Consulting Rooms

Inspection date: 18 April 2023

Publication date: 19 July 2023



This summary document provides an overview of the outcome of the inspection



We found the quality of patient experience to be very good with patients expressing satisfaction with the care and treatment received.

The provision of care was safe and effective with staff striving to provide the best service possible.

The whole of the environment was well maintained and furnished and decorated to a high standard.

The clinic was well managed, and staff, in general, commented positively on the working environment and on the support that they received from the management team.

Please note that the inspection findings relate to the point in time that the inspection was undertaken.



What we did

Full details on how we inspect the NHS and regulate independent healthcare providers in Wales can be found on our [website](#).

Healthcare Inspectorate Wales (HIW) completed an announced inspection of Spire Abergele Consulting Rooms on 18 April 2023.

Our team for the inspection comprised of one HIW Healthcare Inspector and one Clinical Peer Reviewer.

This summary version of the report is designed for members of the public.

A full report, which is designed for the setting, and describes all findings relating to the provision of high quality, safe and reliable care that is centred on individual patients can be found on our [website](#).



Quality of Patient Experience



Overall Summary

We found that the Spire Consulting Rooms had arrangements in place to promote the safety and wellbeing of patients attending the clinic.

Patients provided positive feedback about their experiences of using services provided at the clinic.

We found that staff at the clinic treated patients with politeness and respect. We saw that arrangements were in place to promote and protect patients' privacy and dignity. Arrangements were also in place for patients to provide their views on the services provided at the clinic.

Where the service could improve

- Ensure that patients are offered a chaperone even when they are accompanied by a relative or friend and that a record is made of the offer and of the patient's response
- Expand the selection of information available taking into consideration the communication needs and wishes of patients using the service.

What we found this service did well

- Quality of the environment
- Patient information and communication
- Maintenance of privacy and dignity

Patients provided us with the following comments:

“Very friendly and helpful staff.”

Delivery of Safe and Effective Care



Overall Summary

We found that the staff team were committed to providing patients with safe and effective care.

We found that the clinic had arrangements in place to promote the safety and wellbeing of patients, visitors and staff.

The clinic was clean and tidy, and arrangements were in place to reduce cross infection.

There were good medication management processes in place and effective processes for checking the equipment used.

Where the service could improve

- Ensure that handwritten clinical notes and signatures are legible.
- **What we found this service did well**
 - Comprehensive policies and procedures
 - Staff training
 - Record keeping

Patients provided us with the following comments:

“Professionalism of staff and attention to the needs of the patient.”

Quality of Management and Leadership



Overall Summary

We found good management and leadership at the clinic with staff commenting positively on the support that they received from the manager.

Staff told us that they were treated fairly at work and that an open and supportive culture existed. Staff also told us that they were aware of the senior management structure within the organisation and that the communication between senior management and staff was generally effective.

Staff were able to describe their individual roles and responsibilities and told us they had access to the training and guidance that they needed to undertake their duties.

Where the service could improve

- Ensure that there are sufficient staff on duty at all times
- Ensure that staff are consulted when changes are introduced
- Consider ways to make communication between senior managers and staff more effective
- Ensure that swift action is taken to improve the service when this is needed.

What we found this service did well

- Management overview
- Auditing and reporting
- Staff support and supervision.

Staff provided us with the following comments:

“Great support from the clinic manager, she makes me feel valued and listened to.”

“Very good teamwork and communication.”

Next steps

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the appendices of the full inspection report.

When we identify concerns that pose an immediate risk to patient safety, we ask the service to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the service to protect patient safety and approved by us. We also provide a detailed table of improvements identified during the inspection where we require the service to tell us about the actions they are taking to address these areas and improve the quality and safety of healthcare services. In addition, we outline concerns raised and acknowledge those resolved during the inspection.

At the appropriate time HIW asks the service to confirm action has been taken in line with management responses documented in the improvement plan. We also ask services to provide documented evidence of action taken and/or progress made.

