

Factual accuracy check form for the draft inspection report



Complete this form and return your submission to:

- email: HSCA_Compliance@cqc.org.uk or
- post: CQC HSCA Compliance, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

*Inspection number	INS2-12522280161
*Location/organisation ID	1-9187031316
Location name	Diamond Skin Care, Roundwell Medical Centre

***This is on your letter with the draft inspection report. You must record these details correctly so we can identify you and consider your comments**

What does your factual accuracy challenge relate to?	Use	Select section
Typographical/numerical errors	Section A	No
Accuracy of the evidence	Section B	Yes
Additional or omitted information we should consider – ‘completeness’	Section C	No

Completed by name (see our privacy notice)	Dr D Rallan
Position	Director and Chief Consultant
Date	26/01/2023

CQC use only

Response prepared by name	
Position	

Date	
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Response reviewed by name	
Position	
Date	

Section A: Typographical/numerical errors in the draft inspection report

What to list here

- typographical or numerical errors

How to complete this section

- list each error on a separate line
- if the same error is repeated, identify the first time it appears and add 'throughout the report'
- provide a brief explanation of the point you wish to make and specific reference to any supporting information

Point	Hospitals only: Location or core service	Page no	Correction	For CQC use	
				Decision Yes/No/Partial	Response

[illegible]

If you wish to add more points and need extra rows, place the cursor outside of the righthand side of the last row and press enter.

Section B: Accuracy of the evidence in the draft inspection report

What to list here

- corrections to factually inaccurate evidence used in your inspection report
- this must relate to the position **at the time of your inspection**

How to complete this section

- list each correction point on a separate line
- provide a brief explanation of the point you wish to make and specific reference to any supporting information
- for each point, **you must specify exactly** where we can find the information that supports your correction

	Hospitals only: Location or core	Page		For CQC use
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Point	service	Page no	Correction	Decision Yes/No/Partial	Response
		5	States service could not evidence that appropriate arrangements were in place for the management and oversight of infection protection control		There is complete lack of clarity as to what is being asked for. Evidence of our infection audits was shown. Despite direct questioning, the inspector refused to either define or describe what is meant by 'infection prevention and control' in the precise context of our service (witnessed by all 3 members of leadership team). Our 'clinic observations' are attached which includes observed standard practices of infection safety which might be what is meant by an IPC audit. Please review. Repeated throughout report
		5	States there were not clear arrangements in place for the management of medical emergency medicines		Medical emergencies' and risk assessment relating to 'emergency medicines' have previously been sent to CQC in January 2022. They state that our service does not require 'emergency' medicines unless the service spectrum changes. Their receipt was acknowledged by the inspector at the Feb 2022 focused inspection. They are included here again. Please review thoroughly. If you are saying that these documents are ambiguous and unclear please state the precise confusion. Repeated throughout report
		6	States 'we were told the service had an agreement with GP practice to use their emergency medicines and equipment. Requested this agreement none provided.		There is no such agreement. None of our staff have confirmed that they were asked this question or that they stated such an agreement was in place. The inspector decided to check the emergency medicines of a completely independent and unrelated provider in the same building. The license to occupy has previously been sent to CQC in Dec 2021 which clearly states there is no agreement. This document was also recently sent in response to a request from inspector. It is included here again

		10	States 'verbal consent was given for a procedure this was not always in the patient records.		They were advised the pro forma would be changed immediately - this was done and acknowledged by them on the day

If you wish to add more points and need extra rows, place the cursor outside of the righthand side of the last row and press enter.

Section C: Additional or omitted information we should consider – 'completeness' in the draft report

What to list here

- additional information or information omitted from the draft report you think we should consider to inform our judgement of your service
- this must relate to the position **at the time of your inspection**

How to complete this section

- list each piece of information on a separate line
- provide a brief explanation of the point you wish to make and specific reference to any supporting information
- for each point, **you must specify exactly** where we can find the information that supports it

Point	Hospitals only: Location or core service	Page no	Additional/omitted information	For CQC use	
				Decision Yes/No/Partial	Response
			Documents attached to email		

