

Monitoring Summary Record

East Lancashire Medical Services Limited

1-388547096

Location / Core Service address

St Ives House
Accrington Road

Blackburn
BB1 2EG

CQC continues to develop its approach to monitoring with a focus on safety, access and leadership.

We have reviewed the information and data made available to us about your service on 15/12/2020.

We consider that no further regulatory activity is indicated at this time. We reserve the right to keep this under review and it may be subject to change. Please note this is not an assessment for the purposes of section 46 of the Health and Social Care Act 2008.

This monitoring activity is part of our transitional regulatory approach and is not an inspection. Monitoring summary records are not inspection reports and are not published on our website. They are an account of our monitoring. We do not expect them to be shared publicly to give assurance on the quality of care you deliver.

You can [read about our transitional regulatory approach.](#)

This summary record outlines what we found as a result of our monitoring activity:

The CQC will continue to monitor this location and no further regulatory activity will be initiated at this time.

You provided comprehensive information about many aspects of your service aligned to the key questions.

You gave us several examples of how you are properly assessing and managing risks to people's safety and wellbeing. The service has worked hard to ensure it continues to provide an accessible and flexible service to patients during the Covid

19 pandemic. Patients' needs continue to be assessed, and that care, and treatment is delivered in line with current legislation, standards and guidance, and supported by clear pathways and tools.

You explained ELMS has the infrastructure with established systems and protocols to quickly establish a new services and this enabled the mobilisation of your service, early in the pandemic to deliver the Covid Management Service to the benefit of people living in East Lancashire and Blackburn with Darwen.

Your safeguarding systems had been reviewed and updated and staff were all trained appropriately in this.

You confirmed your infection control practice and procedures meet current guidelines and requirements. You have considered all aspects of infection control including patient and staff safety, conducting additional cleaning and increasing times between appointments to allow for this. You were the host service provider delivering IPC training to all GP practices early in the Covid 19 pandemic.

You shared information with us that demonstrated comprehensive quality assurance systems were established. Clinical, management and business information was monitored and reviewed at regular intervals.

You confirmed services are provided under a contractual arrangement with the CCG. Regular contact has been maintained throughout the pandemic with the submission of a daily sit rep. Formal monthly reports are submitted and contract meetings have been undertaken remotely.

You told us you work collaboratively with the PCNs; examples include the care home project and the acute visiting service. You explained there is an ambition for collective working to provide services and going forward you will be hosting training events for GP practices.

To conclude our assessment of available information and the information you provided during the interview indicates that no further regulatory activity is required at this time.