

Inspection Summary Report

Pro Sports Medicine, Cardiff

Inspection date: 18 April 2023

Publication date: 19 July 2023



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



We found that staff at Pro Sports Medicine Cardiff were all committed to providing a positive experience for patients. All patients that completed a HIW questionnaire gave positive feedback and all rated the service provided at the clinic as good or very good.

Staffing levels and skill mix were appropriate to maintain patient safety within the clinic at the time of the inspection. Staff we spoke to provided positive feedback about working at the clinic.

Overall, we found evidence that the service provided safe and effective care. However, we found some evidence that the service was not fully compliant with all standards and regulations in all areas.

Note 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 at Pro Sports Medicine on 18 April 2023.

Our team, for the inspection comprised of two HIW Healthcare Inspectors 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 staff at the clinic worked to provide sports therapy treatments to patients in an environment that promoted a quality service. Treatment rooms were clean and tidy and we witnessed staff addressing patients in a friendly and professional manner.

Where the service could improve

- Offer a chaperone service to patients
- Provide privacy screens in the treatment rooms
- Promote the 'Active Offer' for those patients who would prefer to communicate through the medium of Welsh.

What we found this service did well

- Treating patients with dignity and respect, maintaining confidentiality at all times
- Making ample information available for patients regarding treatments provided at the clinic including pre- and post-treatment care instructions.

Patients told us:

Patients provided us with the following comments:

"I received first class treatment."

"A great setting, professional, excellent cleanliness, polite, welcoming and supportive. My treatment was effective and the team helped me diagnose and get back to my sport from a long term injury I had sustained."

"Highly recommended the service & treatment I received at this clinic."

Delivery of Safe and Effective Care



Overall Summary

Overall, we found evidence that the service provided safe and effective care. However, we found some evidence that the service was not fully compliant with all standards and regulations in all areas.

Where the service could improve

- Medicines Management policy requires a date and staff to sign to show they have read and understood it.
- Emergency equipment needs to be checked regularly and documented.
- Review the clinics policy folder to ensure all policies including the medicines management policy are up-to-date, relevant, signed by all staff, dated, and contain a date for review.
- Medical records for the Orthopaedic Surgeon were not available at the time of the inspection.
- All staff required DBS checks to be undertaken.
- Clinical staff had not had immunisation status checks.
- The clinic required a trained first aider to be available on site.

What we found this service did well

- Records were well kept and contained information that is expected
- Patients were seen promptly with no waiting list
- The clinic offered several limited therapies to a high standard following NICE guidelines.

Patients told us:

Patients provided us with the following comments:

“All staff made me feel at ease and didn’t confuse me with any medical language. They ensured I knew what was being discussed.”

“Faultless. Professional. Clarity of diagnosis and support going forward.”

“They were excellent. Couldn’t ask for anything else they were helpful and always to hand. Nothing was too much trouble.”

“The staff are always polite, friendly, accommodating, very professional, very good communication skills from receptionist to physio, high standard of treatment and care.”



Quality of Management and Leadership

Overall Summary

Overall, we found that the clinic's governance and leadership lacked a robust structure. Although enthusiastic and knowledgeable about their work and towards clients, the registered manager did not have a good understanding of the regulations and requirements necessary for the day-to-day running of the clinic.

Where the service could improve

- Mandatory training was required for all staff.
- Pre employment checks need to be formalised and documentation stored.
- Introducing a formalised appraisal process for all staff.

What we found this service did well

- The skill mix of staff at the clinic was suitable for the number of patients and services offered
- Information for staff was disseminated via a WhatsApp group where staff can stay in touch.

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.

