

# BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

## INTERIM INSPECTION (Short Course Provider)

**PROVIDER:** Prometheus Medical Ltd

**ADDRESS:** The Old Rectory  
Hope under Dinmore  
Herefordshire  
HR6 0PW

**HEAD OF PROVIDER:** Dr Malcolm Russell

**ACCREDITATION STATUS:** Accredited

**DATE OF INSPECTION:** 8 January 2020

**ACCREDITATION COMMITTEE DECISION AND DATE:** Continued accreditation, 21 May 2020

## **PART A – INTRODUCTION**

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### **1. Background to the provider**

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Prometheus Medical Limited (the Provider) was established in 2005. It is a private limited company and a specialist medical company offering medical training courses for private security, military and healthcare professionals. It is part of the Prometheus Group, which also includes other companies such as Prometheus Medical Technologies, an innovation company developing medical products for the pre-hospital and emergency medical fields.

The Provider has independent subsidiaries in Ireland, the Middle East, South Africa, Australia and Norway. BAC is only accrediting the Provider's United Kingdom (UK) based training provision.

The Provider's head office and training facilities are located in a purpose-designed premises in rural Herefordshire, with various outbuildings and surrounding land used for training purposes.

The aims of the Provider are to deliver unrivalled emergency medical support in the form of medical training, equipment, strategic advice and deployed clinical care, individually tailored to meet the specific needs of its clients.

The Provider is owned by two board members. The founder and Group Chairman, who is the head of the Provider, and the Chief Executive Officer (CEO) are active in the management of the company and in the design and delivery of the Provider's bespoke training programmes. They are supported by a Commercial Training and Development Manager and a Training Coordinator.

Since the last BAC inspection, the number of company Directors has reduced from three to two. The founder and Group Chairman, and the CEO are now the only two Directors of the company.

### **2. Brief description of the current provision**

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The Provider offers Level 3 and Level 4 courses accredited by Quasafe Awards. One course is certified by the Advanced Life Support Group (ALSG), and four other courses are unaccredited. The subject matter of the courses includes Emergency First Aid at Work, Emergencies in General Practice and Remote Road Traffic Collision Management and Casualty Extrication. The majority of courses are short and range from one to five days in duration.

The Provider also has the facility to run longer bespoke courses for clients and has accommodation available on site. All courses are delivered face to face and can also be delivered at other locations or at the clients' premises if required. The Provider has a range of clients from both the public and private sectors. Most of these clients are based in the United Kingdom (UK) and include government departments and emergency services.

Most participants who attend courses with the Provider are male, and all are over the age of 18. A very small minority of participants come from outside the UK, originating from countries including Malta, Norway and the United Arab Emirates.

At the time of the inspection, there were four participants attending a Pre-Ultrasound Medical course. The course was a two-day programme.

Participants can enrol directly through the website or by contacting the Training Coordinator. Participants will be accepted onto a course if they meet the required entry criteria. The entry criteria consist of previous medical training, for example, some courses require the applicant to be a healthcare professional. Enrolment is on a continuous basis.

### 3. Inspection process

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The inspection was conducted by one inspector over one day. Meetings were held with the Commercial Training and Development Manager and the Training Coordinator. The inspector also carried out a tour of the premises, a training observation and had meetings with three training staff and four participants. The Provider cooperated very well with the whole inspection process and all relevant documentation was made available for scrutiny.

### 4. Inspection history

<b>Inspection type</b>	<b>Date</b>
Full Accreditation	12 June 2013
Interim	1 August 2014
Re-accreditation	14 December 2017

## **PART B – JUDGEMENTS AND EVIDENCE**

*The following judgements and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the institution.*

### **1. Significant changes since the last inspection**

Since the last inspection, the number of company Directors has reduced from three to two. The third Director resigned in July 2019 and is no longer involved with the Provider. The founder and Group Chairman, who is the head of the Provider, and the Chief Executive Officer (CEO) are now the only company Directors. Both are active in the management of the company and in the design and delivery of the Provider's bespoke training programmes.

A new Chief Operating Officer (COO) has recently been appointed, and now makes up the third member of the senior management team. The COO was promoted from a managerial role within the Provider.

A new Commercial Training and Development Manager, who is responsible for managing the training provision was appointed in January 2018. This new role replaced the previous position of Head of Education and Training.

### **2. Response to actions points in last report**

There were no action points identified in the previous report.

### **3. Response to recommended areas for improvement in last report**

There were no recommendations identified in the previous report.

### **4. Compliance with BAC accreditation requirements**

#### **4.1 Management, Staffing and Administration (spot check)**

**The standards are judged to be:**

Met

Partially Met

Not Met

**Comments**

The Provider has a robust organisational structure with clearly defined roles. This structure is appropriate to support the aims and objectives of the business.

The members of the senior management team are all leading practitioners and professional healthcare advisers in their respective medical fields. This ensures that current healthcare practices are included within the training courses and that course content remains compliant with industry practice.

There is a full-time Training Assistant who provides administrative and logistical support for training courses. As a result, the clients and trainers are provided with accurate and detailed information about the courses.

All necessary pre-employment checks, including qualifications, medical registrations and references, for all staff are verified before employment commences. This ensures that appropriate staff are employed.

The Provider's website and course brochures contain images and text that accurately reflect the courses on offer. Additional course information and student guides are sent to participants several weeks before courses commence. Participants interviewed felt that the information and support offered by the training team were excellent. Inspection findings confirm this view.

Participants' specific training needs and prior learning are effectively taken into account in preparing for training courses. This allows the courses to be developed or adapted to meet the specific requirements of participants.

The Provider collects and monitors participant feedback from all the courses delivered. Although rare, any areas not scoring highly on the feedback forms are followed up in a timely manner. This ensures that appropriate improvements are made to ensure that a consistently high standard of training is provided.

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#### 4.2 Teaching, Learning and Assessment (spot check)

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**The standards are judged to be:**

Met     Partially Met     Not Met

**Comments**

The vast majority of training staff are healthcare professionals who work on a freelance basis to deliver training courses as and when required. They include senior hospital doctors, Ministry of Defence (MoD) medical staff and medical consultants. This allows the Provider to offer high-quality, bespoke training for unique medical situations and environments.

Appropriate resources, equipment and books are provided to participants for each training course. The Provider has a large stock of medical supplies for re-sale and distribution in its supplies store. This means that any medical supplies required for the training courses can be purchased internally by the staff for use on training courses and are then available to use immediately.

The Provider recruits freelance medical professionals, who provide high-quality, bespoke medical training for unique applications, using the latest techniques. The trainers are highly committed to maintaining their industry practice and ensuring that any medical techniques or practices are implemented using the latest medical guidelines. As a result, the courses are maintained relevant and up to date for the benefit of the participants.

The accredited courses require successful completion of an examination. A certificate of attendance is provided for the unaccredited courses. Every participant who completes a course receives a letter confirming what course they attended, a summary of the course content and any assessment results or scores. This allows clients to check the achievements of any of their staff who were scheduled to attend a course, and for participants to keep a record of their own training.

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#### 4.3 Participant Welfare (spot check)

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**The standards are judged to be:**

Met     Partially Met     Not Met

**Comments**

Communication with participants prior to enrolment is very good. A trainer will normally talk to the client directly once a booking has been made to confirm any individual requirements and details of the course. Course information and guidance, preparatory reading and a student handbook are e-mailed to participants in advance of the course being delivered. Consequently, participants are well informed about what they can expect when attending the course.

Participants' dietary requirements, religion and home country details are all taken into account during the application process to consider any individual requirements and to ensure these are met. Participants meet with the trainers on arrival and feel very well supported by members of staff.

A health and safety briefing is delivered as part of the course induction process. Safety notices are displayed on the main notice boards. There are several first aiders and two fire wardens on site to ensure the safety of staff and participants.

There is a comprehensive student handbook that is provided to all participants. This provides appropriate information about the facilities and courses, and additional guidance on company policies and procedures. Any additional information required by individual participants can be provided by staff as they arise. However, the handbook does not include additional information about the local area, places of interest, transport links, nearest airports and cultural considerations, which may be useful for international participants to feel more informed about where they are staying and what is available nearby.

Key staff, including full-time trainers, have all completed appropriate online training to familiarise themselves with the government's strategy on preventing radicalisation and extremism. However, the Provider does not have a formal policy or risk assessment relating to preventing radicalisation and extremism.

The Provider has a complaints policy and provides details to participants of where this can be accessed. However, participants are not informed of the BAC complaints procedure and this is not published in any supporting materials provided, so they are unaware of how to raise a concern with BAC.

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#### 4.4 Premises and Facilities (spot check)

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**The standards are judged to be:**

Met

Partially Met

Not Met

**Comments**

The premises are situated on several acres of land and are accessed by a small private road. The rural nature of the grounds enables the Provider to offer practical medical training in specific outdoor locations such as woodland. It also provides the possibility to use a dedicated scenario area, for example to replicate a crash site.

The premises are clean, well decorated and secure. There is a main office building and a range of outbuildings used as additional offices and storage areas. There are two dedicated training rooms.

A main house also provides catering services and accommodation for up to eight guests or participants. The Provider's staff are available on site throughout the day and at night when participants are staying in the accommodation. The bedrooms are self-contained, but a communal dining area and sitting room are also provided to ensure good levels of comfort for guests and participants.

Signage, health and safety notices, toilets and break-out spaces are adequate and meet the needs of the participants.

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#### 4.5 Compliance Declaration

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**Declaration of compliance has been signed and dated.**

Yes

No

**PART C – SUMMARY OF STRENGTHS AND ACTION POINTS**

**STRENGTHS**

The training staff are medical practitioners with extensive experience of dealing with complex medical issues so that they deliver high quality training.

There is a clear focus on client satisfaction and client relationships, with staff ensuring that the participants receive the specific training they need.

The accommodation and grounds allow participants to train in different indoor and outdoor spaces that can be adapted for specific training needs or used for practical demonstrations.

**ACTIONS REQUIRED**

The Provider must develop and publish a policy against radicalisation and extremism and conduct a risk assessment.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low
The BAC complaints policy must be provided to participants.	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low

**RECOMMENDED AREAS FOR IMPROVEMENT *(to be reviewed at the next inspection)***

The Provider should consider sending additional information about the local area to international participants prior to their arrival in the UK.

**COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE**

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