

# Barchester Healthcare Homes Limited

# Melbourn Springs Care Home

## Inspection report

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

Melbourn Springs Care Home is registered to provide accommodation and personal care and support to up to 75 adults. At the time of this inspection there were 16 people at the home.

We found the following examples of good practice.

A nominated visitor could visit their family member/friend in their room by appointment. Visitors could also visit their family member/friend, using the indoor visiting area with a screen. There were also socially distanced garden visits taking place. Gaps between each visit helped prevent people encountering other visitors, staff or people from the home. End of life visits also took place. All visitors had to comply with the providers 'meet and greet' protocol. This included a temperature check, a rapid COVID-19 test, a health declaration and wearing supplied personal protective equipment (PPE). Staff helped people to use computer tablets to video call their family and friends to promote their social well-being.

On arrival into the building, external visitors including health or social care professionals, waited to enter in line with the providers 'meet and greet' protocol. Personal Protective Equipment (PPE) would be available if needed.

People isolated in their rooms for 14 days, when recently admitted into the home from the community or hospital. For people who lacked capacity to understand self-isolation, additional staff could be employed to support this.

Staff changed into their work clothes in the staff room and put on their PPE before starting work. They had a separate entrance and exit to use instead of the main entrance. There were two infection control leads within the home. Staff had infection prevention and control training. Handwashing and PPE observation checks were completed on staff.

Communal areas seen appeared uncluttered to aid with effective cleaning. Windows were opened to promote good ventilation. The external clinical waste area was secure, well organised and free from debris and clutter to promote good infection control practices.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Melbourn Springs Care Home

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 7 April 2021 and was announced. The inspection was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

## Is the service safe?

### Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.