

Anchor Hanover Group

Springfield

Inspection report

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16 March 2021

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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

Springfield is a residential care home providing personal care for up to 99 people some of whom are living with dementia. Accommodation is over three floors with a variety of communal areas and an enclosed garden. There were 59 people living in the home when we inspected.

We found the following examples of good practice.

The service was clean, hygienic and well ventilated. Cleaning schedules were in place, including regular cleaning of high touch areas.

People and staff were tested regularly for COVID-19 and had been offered the vaccination.

Staff wore PPE appropriately and had completed infection prevention and control training including the correct use of PPE. Staff were patient and supported people gently and kindly to maintain social distancing.

People were supported by staff to keep in touch with family and friends via video and telephone calls. Staff also held regular welfare calls with relatives to keep them updated about any changes.

The service has experienced COVID-19 cases and throughout the pandemic the staff had continually looked at ways in which they could make improvements for people. For example, thinking of creative ways to increase people's fluid intake by offering mocktails, milk shakes, ice creams and lollies.

The service was hoping to open soon for internal visiting, subject to COVID-19 test results. Relatives had been supplied with procedural guidance about indoor visiting and staff had made preparations for screening and testing visitors, the provision of PPE and identified dedicated visiting areas.

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

Springfield

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 16 March 2021 and was announced.

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.