

SheffCare Limited

Springwood

Inspection report

611 Herries Road
Sheffield
South Yorkshire
S5 8TN

Tel: 01142325472

Website: www.sheffcare.co.uk

Date of inspection visit:
25 April 2023

Date of publication:
16 May 2023

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Springwood is a residential care home providing personal care to up to 38 people. The service provides support to older people and people living with dementia. At the time of our inspection there were 33 people using the service.

People's experience of using this service and what we found

During the inspection we found windows had restricted openings and were suitably robust. The provider had completed regular environmental risk assessments to assess the risks posed by the premises and where people had been identified at risk of falls adequate control measures had been put in place.

We have made a recommendation about the management of risks of associated with falls from windows or height.

The provider had effective Infection prevention and control systems in place. The layout of the premises, use of space and hygiene practice promoted safety. People were supported to maintain contact with their family and friends, and they were welcome to visit the home.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 3 December 2020).

Why we inspected

The inspection was prompted in part by notification of an incident following which a person using the service sustained a serious injury. This incident is subject to further investigation by CQC as to whether any regulatory action should be taken. As a result, this inspection did not examine the circumstances of the incident. However, the information shared with CQC about the incident indicated potential concerns about the management of risk of people falling from height. This inspection examined those risks.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

We found no evidence during this inspection that people were at risk of harm from this concern.

Please see the safe section of this full report.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating as we have not looked at all of the key question at this inspection.

Inspected but not rated

Springwood

Detailed findings

Background to this inspection

Springwood is a residential care home providing personal care to up to 38 people. The service provides support to older people and people living with dementia. At the time of our inspection there were 33 people using the service.

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. This was a targeted inspection to check on a concern we had about the safety of the environment.

This was a targeted inspection to look at windows to ensure they were restricted appropriately to protect people from the risk of falling from height.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was carried out by 2 inspectors.

Service and service type

Springwood is a 'care home'. People in care homes receive accommodation and personal care as a single package under one contractual agreement dependent on their registration with us. Springwood is a care home without nursing care.

Registered Manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We spoke with, the registered manager, the maintenance officer, a team leader, 2 care staff and a domestic. We reviewed the safety of the environment and reviewed records relating to the safety of the environment.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection, this key question was rated good. We have not changed the rating as we have not looked at all of the safe key question at this inspection.

The purpose of this inspection was to check a concern we had about windows not being restricted appropriately to protect people from the risk of falling from height. We will assess the whole key question at the next comprehensive inspection of the service.

Assessing risk, safety monitoring and management

- During the inspection we found the provider had completed regular environmental risk assessments to assess the risks posed by the premises. Where people had been identified at risk of falls adequate control measures had been put in place.
- We found windows had restricted openings and were suitably robust to withstand damage. However, the window restrictors were not operated by a key or a special device. We discussed this with the provider who said they would take immediate action to address this concern.

We recommend the provider considers advice and support from a reputable source, about the management of risks of associated with falls from windows or height.

- Immediately after the inspection, the provider contacted us to say they had sought advice and completed a further review of risks associated with falls from windows and the control measures they had in place. They confirmed they had arranged for the installation of further window restrictors that could only be opened with a special tool or a key as a further precaution.

Preventing and controlling infection

- We were assured the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was supporting people living at the service to minimise the spread of infection.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was responding effectively to risks and signs of infection.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.

Visiting in care homes

- The provider supported people to maintain contact with their family and friends and they were welcome to visit the home.