

Hill Care Limited

# Springbank House Care Home

## Inspection report

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17 February 2022

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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

Springbank House Care Home is a care home. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided.

Springbank House Care Home is registered to accommodate 41 people. At the time of our inspection 32 people were using the service. The service accommodated people in one building over two floors and had adapted facilities to meet people's needs. This included several lounges and a conservatory. A courtyard garden was also available that people could access.

This inspection was conducted to consider Infection Prevention and Control (IPC) practice in the service.

We found the following examples of good practice:

The registered manager kept staff informed of the most current guidance for Covid-19, including vaccination requirements and visiting in care homes.

The environment was clean and hygienic throughout. Attention was given to frequently touched surfaces and facilities in use by multiple people such as bathing suites, toilets, dining areas and lounges.

The environment in communal areas of the home were arranged in a way to promote social distancing and were set up effectively to avoid people feeling isolated within these spaces. New flooring had been installed in the dining room to allow for easier and more effective cleaning. Further environmental improvements were underway.

The registered manager had implemented a system to have emergency supplies ready in case of an outbreak of an infection within the home. This system included an emergency box with personal protective equipment (PPE), hand sanitiser and cleaning supplies to put into use on an immediate basis should a person require isolation due to infection.

Staff were clear about their responsibilities in respect of how to control the risk of infection to people. All staff were current with training including IPC, the use of PPE, health and safety and Covid-19 preparedness.

There were a sufficient number of staff deployed in the service to meet people's needs.

We observed staff use different levels of PPE depending upon the task they were completing. There was a sufficient supply of PPE available for staff to use.

All staff and people using the service were current with vaccinations for Covid-19.

## 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**

# Springbank House 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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 17 February 2022 and was announced. We gave the service 24- hours-notice of the inspection.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

### 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.
- Visiting arrangements were in place and were consistent with current national guidance.

### Visiting in care homes

A visiting room had been developed to allow for visitors to enter the home through a separate entrance and complete Covid-19 protocols prior to meeting with people. This allowed people privacy for visits and a contained area to minimise the risk of infection.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.