

Bondcare (London) Limited

Springfield Care Centre

Inspection report

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Date of inspection visit:
26 October 2020

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04 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

We found the following examples of good practice.

The service took an individual and person centred approach to visiting. We saw visitors were facilitated where this was safe and appropriate. Relatives were supported to adhere to Personal Protective Equipment (PPE) guidance. As garden visits were no longer suitable the service had designated a lounge for visitors which could be accessed without passing through other areas of the home. Floor tape had been used to facilitate social distancing and family members could book visiting slots to see their relatives. The manager wrote to relatives regularly to update them about whether or not visiting was possible depending on the advice of the local director of public health. At the time of our inspection visiting restrictions were in place due to local risk levels.

Staff and people living in the home accessed testing in line with government guidance. Where people refused testing there were risk assessments in place to mitigate the risks of this. Staff adherence to testing was high.

The manager told us they were investigating and sourcing alternative face covering that would enable people to see staff faces. They recognised the impact wearing face coverings was having on the communication of people living with dementia.

All staff, and people living in the home, had personalised covid-19 risk assessments. The covid-19 care plans for people living in the home included step by step guidance for staff to follow in the event of diagnosis.

The home had separated and segregated a specialist area to use as a designated setting. There was a separate entrance with robust procedures in place to ensure risks were minimised. This area would be staffed separately to minimise risks to other areas of the home.

We were assured that this service met good infection prevention and control guidelines as a designated care setting

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

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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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 26 October 2020 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.