

# Care Expertise Group Limited

# Spring Lake

## Inspection report

17 Forty Lane  
Wembley  
Middlesex  
HA9 9EU

Date of inspection visit:  
15 March 2021

Date of publication:  
08 April 2021

### Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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# Summary of findings

## Overall summary

Spring Lake provides accommodation for up to 11 people with varying support needs including people living with learning disabilities, autism, behaviours that may be challenging to staff and other complex needs. At the time of this inspection there were 10 people living at the home.

We found the following examples of good practice.

- The service ensured that visitors to the home were carefully screened so that they do not present a risk to people in the home. Visitors were asked to complete a COVID-19 questionnaire, their temperature was checked, and they were provided with personal protective equipment (PPE). Visiting was permitted in a designated visiting area, which could be accessed externally. This was aimed at preventing and controlling the spread of infection.
- Staff demonstrated a good understanding of infection prevention and control measures. They had been provided with infection control training, COVID-19 training and regular updates. The home had enough and appropriate PPE. The registered manager told us that staff were asked to change their face masks every two hours, which had been confirmed to us by staff we spoke with.
- The home had a caring approach regarding ensuring that people had contact with their relatives. Contact was maintained via the telephone and the internet. People could use these to maintain regular or weekly contact with their relatives.
- Staff knew about people's hobbies and interests and supported them with these. People were encouraged to continue participating in activities they liked. These included listening to their favourite music, arts and crafts, crosswords, puzzles and exercises. Some people were encouraged to assist with their own laundry and some household chores.
- The service provided a minibus and car for people who used the service to access the community.
- Posters and guidance regarding infection prevention and control were on display at the entrance of the home.

## 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**

# Spring Lake

## **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 15 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 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.

We have also signposted the provider to resources to develop their approach.