

Springfield Retirement Home Limited

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Inspection report

14 Elms Road
Bare
Morecambe
Lancashire
LA4 6AP

Tel: 01524426032

Date of inspection visit:
12 August 2020

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03 September 2020

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

Springfield Retirement Home provides care and accommodation for up to 15 people. At the time of the inspection 14 people were living at the home. The home is situated in the Bare area of Morecambe. It is close to a number of facilities and amenities. The building is on two floors with a stair lift for access to the first floor.

We found the following examples of good practice.

The registered manager had worked in partnership with other agencies to ensure processes were implemented to stop the spread of infection. This included attending local authority webinar, clinical commissioning group advisory meetings and working in partnership with another nearby home. Virtual meetings with another registered manager took place on a weekly basis to ensure both homes were up to date with good practice. We saw COVID-19 policies had been introduced which were in line with guidance. Additionally, the business continuity plan had been updated to include COVID-19.

The registered manager had implemented comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection. People being admitted into the home were required to have a COVID-19 test before moving into the home and were subjected to a period of isolation. The home had signed up to a 'whole home' approach to testing for COVID-19. This meant that all people and staff had agreed to be screened on a regular basis for COVID-19, so timely action could be taken to minimise the spread of infection.

There was a focus on maintaining relationships between people, friends and family. Risk assessed family visits were encouraged and welcomed. Relatives and friends hoping to visit people who lived at the home, were sent letters before their planned visit detailing processes they were expected to follow at the visit. Visitors were screened before they were allowed to enter the home to ensure they were fit and well and not displaying any signs of COVID-19. Visitors were restricted to specific visiting areas within the home and appointments were time limited and restricted.

The registered manager understood the importance of protecting and promoting well-being during challenging times. They told us they had an open door policy and made themselves available to provide reassurance and support to people and staff. People who lived at the home told us they were happy with current arrangements in the home. Staff looked relaxed and happy in the working environment. The registered manager told us they had introduced risk assessed entertainment within the home. This included having a singer visit the home and entertain people from the garden.

Staff had received training and guidance in infection control processes. We observed staff going about their duties and saw they wore personal protective equipment, (PPE) in line with guidance.

The physical environment had been reviewed and adapted to meet good practice guidance. Subtle changes

had been made within the environment to balance risk and people's well-being. This included reviewing areas within the home to make them easier to clean and introducing additional hand washing facilities throughout the home. Consideration had been taken as to how the house could be divided into separate areas, should an outbreak occur within the home. There were posters in the home to promote best practice guidance on how to put on and take off gloves, aprons and masks.

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?

People were Safe. We were assured the provider effectively managed infection prevention and control through the coronavirus pandemic.

Inspected but not rated

Springfield Retirement Home Limited

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 thematic review of infection control and prevention measures in care homes.

This inspection took place on 12 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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 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