

Care UK Community Partnerships Ltd

Silversprings

Inspection report

Tenpenny Hill
Thorrington
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Essex
CO7 8JG

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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

Silversprings 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, and both were looked at during this inspection.

The service provides residential and nursing care for up to 64 people, some of whom are living with dementia. The premises is divided into three units, Bluebell, Tenpenny and Caroline. Bluebell provided accommodation for people who required nursing care. Tenpenny provided accommodation and support to people with a diagnosis of dementia and Caroline provided support for older people. At the time of our inspection 49 people were using the service.

We found the following examples of good practice.

People told us they were supported to maintain contact with family and friends. There were safe visible visiting arrangements in place. Friends and family had access to a range of information via the providers website, the services newsletter and on site telling them about visiting arrangements and what to expect.

Processes were in place to ensure people were admitted to the service from hospital and from the community safely.

People and staff were regularly tested for COVID-19 and where positive results had been returned the registered manager had acted quickly to mitigate the risks to others catching the infection. The service was fully staffed and able to manage future coronavirus and other infection outbreaks, and winter pressures.

The registered manager had maintained a good stock of PPE and staff told us they felt supported by the management team. Infection prevention and control (IPC) champions had been appointed to support staff in their understanding of good infection prevention and control guidelines. A range of 'How to' cleaning guides had been developed for staff to ensure the premises and equipment were clean and hygienic.

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

Silversprings

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 26 January 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.
- Staff had received training in PPE; however, we observed they were not always ensuring their masks were fitted correctly over their nose and observing good hand hygiene. For example, one member of staff was not bare below the elbow and was wearing jewellery. We were somewhat assured, due to the actions taken by the provider at the time, that these shortfalls would be addressed.
- We were assured that the provider was accessing testing for people using the service and staff.
- Monthly audits had not picked up toilet brushes soaking in fluid and the practice of drying mop heads on a heated floor in a broken plastic laundry basket, where the bottom ones were not fully drying had the potential to grow bacteria and spread infection. We were somewhat assured, due to the actions taken by the provider at the time, that these shortfalls would be addressed.
- 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.

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.