

SheffCare Limited

Springwood

Inspection report

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Date of inspection visit:
12 November 2020

Date of publication:
02 December 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

Springwood is a care home which can accommodate up to 40 people who require accommodation and personal care, including people living with dementia. The home consists of one adapted building across three floors. At the time of our inspection there were 30 people living in the home.

We found the following examples of good practice.

- People were protected against the risk of infection.
- The home had robust systems in place to support relatives to visit their family members, minimising the risk of infection. Visits were facilitated in the outside grounds of the home in a designated pod. The pod was segregated with separate entrances for people and their relatives. This was heated and thoroughly cleaned between visits. The only exceptions to these arrangements were visits to people placed on end of life care. Visits took place by prior arrangement and PPE was worn.
- The registered manager and staff had considered how to prevent social isolation during the pandemic. They had put in place befriending services and additional activities to ensure people's well-being was maintained.
- The provider had regularly updated policies and procedures to ensure they included changes and best practice guidance in relation to COVID-19. Staff we spoke with were knowledgeable about the updates and were working in line with them.
- We observed staff changed PPE, when appropriate, and washed and sanitised their hands. Staff changing facilities had been provided to minimise the risk and spread of infection.
- Tests for COVID-19 were being carried out in line with guidance, where possible.
- The premises were clean. There was a cleaning schedule in place and adequate cleaning hours to ensure it was maintained. Additional cleaning of high use areas had been implemented, including door handles, and hand rails. We identified some areas required attention. For example, bath chairs, microwaves and dishwashers required further cleaning. The registered manager addressed this immediately. They also amended the audits to ensure they were not missed.
- Staff had completed training in infection control, COVID-19 and how to put on and take off their PPE. Staff were frequently briefed about changes in government advice that impacted on their role. Staff we spoke with confirmed this.
- Risk assessments were in place to consider and reduce any impact to people who used the service and

staff who may be disproportionately at risk of COVID-19. These included Black, Asian and Minority Ethnic groups (BAME), people with learning disabilities and people with dementia.

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?

We were assured the service was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Springwood

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 November 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 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.