

Springwood Residential Home Limited

# Springwood House Residential Care Home

## Inspection report

Duffield Bank  
Duffield  
Derby  
Derbyshire  
DE56 4BG

Date of inspection visit:  
18 August 2020

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## Ratings

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

## Overall summary

Springwood House Residential Care Home is a service providing support to older people, some of whom live with dementia. The service provides personal care for up to 29 people, and at the time of inspection 24 people were using the service.

We found the following examples of good practice.

- The service was receiving visitors to the home/garden with robust infection control procedures in place. Visitors were provided with a designated preparation area on arrival where they received guidance, personal protective equipment (PPE) and a health screening questionnaire was completed. Each visitor also had their temperatures checked by staff.
- The service took steps to alleviate feelings of loneliness or isolation being experienced by people. The service had a dedicated staff member who developed activities for people and supported telephone and video calls to their relatives and friends. The registered manager also told us of other actions they had taken to boost morale of people and staff; such a yoga and poetry by zoom, caterpillar/butterfly activities, ice cream van visits and a 'live' band in the garden. Small gifts of appreciation for staff and contributions were received from the local community.
- The provider had a robust package of policies, procedures and guidance for staff. Procedures were clear and easy to follow.
- The service actively engaged with a programme of regular testing as soon as it was available. Additionally, any new staff and any staff returning after an absence were required to take a Covid test.
- There was a comprehensive cleaning schedule in place and staff were clear about what their roles and responsibilities were. Infection control audits were robust and the home was clean.

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 were following safe infection prevention and control procedures to keep people safe.

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

This inspection took place on 18 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 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.