

Springfield Park Care Home Limited

Springfield Park Nursing Home

Inspection report

Springfield Park
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Ratings

Overall rating for this service

Good 

Is the service safe?

Good 

Is the service well-led?

Requires Improvement 

Summary of findings

Overall summary

About the service

Springfield Park Nursing Home is a care home providing personal and nursing care for a maximum of 70 people in one adapted building. There were 44 people receiving care and support at the time of the inspection.

People's experience of using this service and what we found

People told us they did not always receive a prompt response from staff when requesting support using their call bells. People and their relatives told us staff were often busy due to the high level of need of care. We have made recommendations for the service about this below.

The recruitment of staff was robust and staff received appropriate training. People had their needs assessed and risk assessments were in place. The service completed regular checks of daily records to identify any changes in need or action required.

People told us medicines were administered safely and staff had received relevant medicines training. Safeguarding procedures, policies and staff training were in place to protect people from abuse.

Most people told us the management team were approachable and would address concerns. The home did not have a registered manager in place at the time of inspection and was in the process of recruiting a new registered manager.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was requires improvement (published 30 January 2020) and there were multiple breaches of regulation. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We received concerns in relation to staffing. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Springfield Park Nursing Home on our website at www.cqc.org.uk.

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Details are in our safe findings below.

Good ●

Is the service well-led?

The service was not always well-led.

Details are in our well-led findings below.

Requires Improvement ●

Springfield Park Nursing Home

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was undertaken by three inspectors and a Nurse Specialist. An Expert by Experience made calls to people's relatives following the site visit. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

Springfield Park Nursing Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a 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 did not have a manager registered with the Care Quality Commission at the time of inspection. A registered manager is a person who along with the provider is legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We contacted Healthwatch for feedback on care in relation to this service. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

During the inspection

We spoke with seven people who used the service and twenty relatives about their experience of the care provided. We spoke with nine members of staff including the provider, deputy manager, nurses and care workers.

We reviewed a range of records. This included six people's care records and multiple medication records. We looked at six staff files in relation to recruitment and staff supervision. A variety of records relating to the management of the service, including policies and procedures were reviewed.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and quality assurance records. We spoke with staff through phone calls to gather more information about the service.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. At the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

The purpose of this inspection was to check a specific concern we had about staffing levels.

At our last inspection the provider had failed to ensure people received their medicines safely. This was a breach of Regulation 12 (Safe Care and Treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

Using medicines safely

- Medicines were managed safely. People had their medicines ordered and administered safely by trained staff who had their competencies checked regularly.
- Records showed appropriate information detailing when medicines should be administered, and records showed us they were administered appropriately.
- Regular checks and audits of medicines were being completed by the management team. This ensured that any issues were identified and remedied.

During inspection, the storage of waste medicines was not secured, this was fed back during the inspection and appropriate action taken.

Staffing and recruitment

- People told us they did not always feel that there were enough staff on duty to meet everyone's needs. We observed people living at the home had a high level of need and staff were often busy dealing with people's complex needs.

We recommend the provider continue to review staffing levels and dependency required to meet people's needs and deliver safe care and support.

- Recruitment was well managed. Records showed that all necessary checks were made to ensure staff were suitable for the role.
- Staff told us they were offered training regularly and the service was in the process of arranging refresher training.

Systems and processes to safeguard people from the risk of abuse

- There were systems and processes in place to keep people safe. Most people we spoke to told us they felt safe in the home and we observed good interactions between staff and people who received care. One relative told us "My (relative) is safe there, the service will phone the doctors with any ill health" however another person told us there were delays in communicating with relatives that changes to care had been

made. One relative told us "It was several days before I was told when my relative's medication had changed."

- Staff had received training in safeguarding people from abuse and had a good understanding of safeguarding and whistleblowing procedures.

Assessing risk, safety monitoring and management

- People were supported safely by staff and measures were in place to reduce potential risk where possible. There were individual risk assessments and support plans which guided staff on how to support people safely.
- Assessments and care plans considered people's needs, likes and preferences.
- People told us staff knew how to care for them and had the appropriate skills however some people told us there were not enough staff to respond to call bells quickly.

Preventing and controlling 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

Learning lessons when things go wrong

- The service completed investigations when things went wrong. We saw that incidents, safeguarding concerns and complaints and concerns were being investigated. In some instances, it was not clearly documented what action had been taken as part of lessons learned. This was discussed with the service at the time of inspection.
- We saw evidence of regular auditing of records and appropriate action appeared to have been taken on any issues identified.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as Requires Improvement. At this inspection this key question has remained the same. This meant the service management and leadership was inconsistent. Leaders and the culture they created did not always support the delivery of high-quality, person-centred care.

At our last inspection the provider had failed to identify the issues through their auditing processes, particularly around medicines recording. This was a breach of Regulation 17 (Good Governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 17.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements, How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- There was no registered manager in place at the time of inspection. The service was in the process of recruiting a registered manager. It is a requirement under Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 that a service like Springfield Park Nursing Home must have a manager in post who is registered with the CQC. This is a ratings limiter, and a service without a registered manager cannot be rated as good or outstanding.
- People gave us mixed views about the service. Some people told us they waited a long time to receive a response to their call bell, one person told us "I have to wait quite a while before someone comes to me" whilst another person said "The staff do always answer."

We recommend that the provider implement an auditing system to review the response times for their call bell system to ensure people receive care promptly and to assist in their review of staffing levels.

- Most staff we spoke with spoke positively about working in the home and the support they received from the management team. Some staff told us their concerns were not always listened to, particularly in relation to staffing levels.
- Staff spoke positively about the deputy manager and how they responded to concerns raised. One person told us "The deputy manager really listens".
- There was a mixed response from relatives around the management of the home. One relative told us "I can talk to management and feel listened to". Another relative told us they were not always informed when care needs changed.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people, Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- People living at the service told us they had the opportunity to provide feedback on care and staff supported them to achieve good outcomes. One person told us "The staff are great and they can't do enough for you." One relative we spoke to told us "It's a really good place and (they) are happy there."
- The management told us there was an open-door policy at the home to encourage people to raise suggestions however some relatives we spoke with told us that communication was not always prompt concerning their relative's care.

Continuous learning and improving care; Working in partnership with others

- Staff attended team meetings to allow the opportunity to air their views in regard to the running of the service.
- Staff told us they were encouraged to complete training and were able to request additional training courses if they were unfamiliar with an area of care.
- Some people told us the food available at the service was not varied and suitable for everyone's taste. We discussed the need to ensure people's preferences were considered and options available at the time of inspection.
- The service worked with other health and social care professionals to ensure people's needs were met and in the records we reviewed, referrals were made to relevant professionals when required for specialist advice and support.
- The service had received training from the local authority in infection control relating to Covid-19.