

DTM Partnership

# Springfield Cottage Residential Home

## Inspection report

Preston New Road  
Blackburn  
Lancashire  
BB2 6PS

Tel: 01254264704  
Website: [www.springfield-cottage.com](http://www.springfield-cottage.com)

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## Ratings

Overall rating for this service

Requires Improvement ●

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Springfield Cottage Residential Home is a care home, providing accommodation and personal care for up to a maximum of 26 people in one adapted building. The service specialises in providing care for older people and people living with dementia. There were 24 people living in the home at the time of the inspection.

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

We found significant shortfalls in the assessment, management and mitigation of risk in relation to people's safety in the event of a fire.

We considered urgent enforcement action under our regulations, however, this was superseded by enforcement action taken by Lancashire Fire and Rescue Service. This ensured the safety of people living in the home while the provider undertakes the necessary action to mitigate the risks to people in the event of a fire. When the work is completed Lancashire Fire and Rescue will assess the works and review their enforcement action before people can be accommodated in the home.

Why we inspected

We undertook this targeted inspection to follow up on specific concerns we had received from Lancashire Fire and Rescue Service. The inspection was prompted in response to concerns received about fire safety management. A decision was made for us to immediately inspect and examine those risks.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Springfield Cottage Residential Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Enforcement

We have identified a breach in relation to the assessment, management and mitigation of risk in the event of a fire.

Please see the action we have told the provider to take at the end of this report.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

### **Inspected but not rated**

# Springfield Cottage Residential Home

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check the provider's fire safety arrangements. A joint visit was arranged with 2 Fire Safety Officers from Lancashire Fire and Rescue Service.

#### Inspection team

One inspector and 1 operations manager carried out the inspection.

#### Service and service type

Springfield Cottage Residential Home is a 'care home' without nursing. People in care homes receive accommodation and nursing and/or personal care as a single package under one contractual agreement dependent on their registration with us. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was a registered manager in post.

#### Notice of inspection

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about fire safety at the service since the last inspection. We sought feedback from Lancashire Fire and Rescue Service and the local authority.

The provider was not asked to complete a Provider Information Return (PIR) prior to this inspection. A PIR is information providers send us to give some key information about the service, what the service does well and improvements they plan to make. We used all this information to plan our inspection.

During the inspection

We carried out a visual inspection of the premises with the Fire Safety Officers. We spoke with the registered manager, deputy manager and the maintenance officer.

We also reviewed all records relating to the management of fire safety; including policies and procedures. We looked at records relating to staffing levels and the training of staff in relation to fire safety as well as 9 people's personal safety care plans.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection, this key question was rated requires improvement. We have not changed the rating as we have not looked at all of the safe key question at this inspection. We will assess the whole key question at the next focused or comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

At the last inspection, the provider had failed to assess the risks to the health and safety of people receiving care and treatment and failed to do all that is practicable to mitigate the risks. This was a breach of Regulation 12 (1) (2) (a) (c) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Not enough improvement had been made at this inspection and the provider was still in breach of regulation 12.

- Risks to people's health and safety were not thoroughly assessed and well managed. This presented a serious risk to people living in the home in the event of a fire.
- On a visual inspection of the premises, alongside fire safety officers, we saw there were significant shortfalls in the fire safety arrangements. This meant it was not possible to use progressive horizontal evacuation. This is a method of moving people away from the area of danger to a safer place on the same floor.
- We checked the staffing levels and found there were insufficient staff to safely evacuate people in the event of a fire. There were 7 people living on the first floor who required the assistance of 2 staff to mobilise and 3 people on the ground floor. The provider and the local authority increased the number of staff on duty during the night, but this action did not fully mitigate against the risks posed by the shortfalls in the premises.
- The training matrix demonstrated the majority of staff had not completed all elements of the provider's mandatory fire training. A potential lack of knowledge of the correct fire procedures significantly increased the risks to people to people's health and welfare. We saw this situation was being addressed at the time of the inspection.
- The fire risk assessment completed in September 2022 was not effective and had failed to identify and address the level of concerns noted during the inspection.

These findings constituted a continued breach of regulation 12 (Safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We considered enforcement action under the regulations; however, this was superseded by enforcement action taken by Lancashire Fire and Rescue Service in line with Article 31 of the Regulatory Reform (Fire Safety) Order 2005.

Lancashire Fire and Rescue Service took enforcement action to ensure the safety of people living in the home, while the provider works with them to undertake the necessary remedial action to address the fire

safety issues in the building.

This section is primarily information for the provider

## Action we have told the provider to take

The table below shows where regulations were not being met and we have asked the provider to send us a report that says what action they are going to take. We will check that this action is taken by the provider.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment</p> <p>The provider had failed to thoroughly assess, manage and mitigate the risks to people's health and safety in the event of a fire. (Regulation 12 (1) (2) (a) (c) (d)).</p>