

Bondcare (London) Limited

Springfield Care Centre

Inspection report

Springfield Drive
Ilford
Essex
IG2 6PS

Tel: 02085189270

Website: bondcare.co.uk/springfield/

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19 August 2020

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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

Springfield Care Centre 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 accommodates a maximum 80 of people across four separate units, 52 people were using the service at the time of our inspection. The service provides support with both nursing and personal care to people, many of whom were living with dementia.

We found the following examples of good practice.

The provider had developed new ways of recording observations about people's health which were shared with healthcare professionals in advance of appointments. This had reduced the need for external visitors to the home, and had facilitated smooth virtual consultations with healthcare professionals. The templates used had been shared with other homes in the local area.

The provider was following best practice guidance in terms of ensuring visitors to the home did not introduce and spread Covid19. Information and instructions for visitors were clearly displayed and explained in person by the receptionist. Staff were adhering to PPE and social distancing guidance. People were supported to see their visitors in the garden, or when this was not possible people were support to speak to their families on the phone or via video call.

The provider had designated a 15 bedroom area as an isolation area for people who were infected with Covid19, or for people who had been admitted to the home from hospital or the community. There was clear information and increased restrictions on staff movement in this area of the home. This effectively reduced the risks of transmission of Covid19 within the home.

The provider had ensured staff who were more vulnerable to Covid19 had been risk assessed, and where it was not safe for staff to be at work they had utilised furlough schemes to protect staff and people.

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?

The service was safe.

Details are in our safe findings below.

Inspected but not rated

Springfield Care Centre

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 19 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.