

Random inspection report

Care homes for older people

Name:	Springfield House
Address:	6 Stoke Road Cobham Surrey KT11 3AS

The quality rating for this care home is:	three star excellent service
The rating was made on:	

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

Lead inspector:	Date:							
Deborah Sullivan	2	6	0	4	2	0	1	0

Information about the care home

Name of care home:	Springfield House
Address:	6 Stoke Road Cobham Surrey KT11 3AS
Telephone number:	01932862580
Fax number:	01932867809
Email address:	fothergills@aol.com
Provider web address:	

Name of registered provider(s):	Mr and Mrs G Fothergill, T/A The Springfield Partnership
Name of registered manager (if applicable)	
Mrs Ann Mary Higgins	
Type of registration:	care home
Number of places registered:	27

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
dementia	27	0
old age, not falling within any other category	0	27

Conditions of registration:								
The maximum number of service users to be accommodated is 27								
The registered person may provide the following category of service only: Care home with nursing (N) to service users of the following gender: Either whose primary care needs on admission to the home are within the following category: Old age, not falling within any other category (OP) Dementia (DE)								
Date of last inspection								

Brief description of the care home

Springfield House is a privately owned care home which provides nursing care for 27 older people. The home is a large detached property situated on a busy road in Cobham and within good road links to main routes and motorways. The home is well maintained and decorated in a homely way. It also has a car park for visitors and a garden. The home engages the community in providing useful activities and outings for those able to take part. There are many other health care professionals who help the care staff to deliver care in the home.

What we found:

During this random inspection the main areas we looked at were care planning, medication, safeguarding and staffing. The visit took place over three hours, time was spent with the registered manager and a range of records and documentation relating to the outcome areas were examined.

The home received a rating of Excellent at the last key inspection and our judgement following this visit is that it continues to provide an excellent service.

The AQAA (Annual Quality Assurance Assessment) completed by the manager, and surveys from service users, relatives and staff have also provided information that has been used to inform this inspection. The AQAA was clear and comprehensive and provides us with good quality information about the service. The surveys were all positive and some contained very complimentary comments.

The care plans showed that the needs of service users are well recorded and are reviewed. Four care plans were sampled, they were all completed to a high standard giving clear information and guidance to staff about people's health and personal care needs, goals and preferences. Risk assessments are completed and the daily notes that are part of the care plan were completed in sufficient detail to give a good picture not only of care and support provided, but of any activities or other daily events.

The home maintains good links with a range of health professionals and a GP visits once a week. Service users have a range of needs, a small number have dementia and some have fairly high dependency physical care needs. The home is staffed so that there are enough staff on duty at all times to meet each person's needs fully.

Service users are treated respectfully by staff and are supported to make choices about their lives, such as when to get up and go to bed, whether to eat in their room or with others and to attend the activities arranged each afternoon if they wish. Those who do not wish to attend activities or are unable to are offered daily one to one time in their rooms.

Medication processes and procedures are thorough, only qualified nursing staff administer medication and medication recording sheets examined were correctly completed.

The home has a safeguarding procedure that staff are made aware of during induction and is included in their staff handbook. A minor amendment was needed to the procedure to make part of it clearer for staff to follow. There had been no safeguarding alerts made in respect of the home and safeguarding training is given. Some catering and housekeeping staff were to attend the training in early May.

There is a complaints procedure which is on display, no complaints had been recorded since the last inspection. There is good communication with relatives, some of whom visit daily so that any areas of concern are dealt with before they might become a complaint.

The home is well staffed, it employs qualified nurses and carers as well as catering and housekeeping staff, during the past year there has been an increase in the number of

domestic staff employed. The staff team is diverse. There are at least two nurses on each shift with the number increasing to three or four during the mornings which are very busy periods.

Care staff are encouraged to further their qualifications, two senior carers have completed the NVQ (National Vocational Qualification) in management as have two registered nurses. Some senior carers have just started some staff supervision.

The three staff files inspected showed that robust recruitment procedures are followed, staff are vetted and references obtained. Staff receive induction and in their first few weeks are paired with an experienced member of staff as a mentor. There is a six months probation period. All staff receive core training which is renewed regularly and other courses that compliment their skills and that are relevant to their role are provided.

Staff receive annual appraisal and supervision, the manager said an area for improvement was the frequency of recorded supervision, whilst staff files evidenced that staff needing most support had regular recorded meetings. The manager also provides supervision during direct observation of working practises.

What the care home does well:

Service users live in a safe, well managed and well run home that has a homely atmosphere.

The needs of service users are well recorded on individual care plans and are reviewed. Recording on care plans is of a high standard.

Staff tell us they like working at the home. They are well trained and supported, and service users and relatives who returned surveys spoke highly of them. Staff who returned surveys also included some very favourable comments.

The home has systems and procedures in place to make sure that service users are kept safe including medication, health and safety and safeguarding procedures.

Some comments on surveys from service users and relatives,

"As a relative I have complete trust in Springfield to look after mum as I would aim to do myself"

"I feel extremely lucky to have found Springfield .The staff are very special with a great caring philosophy coming down from the top"

"Excellent care, attentive, caring, kind staff who are well informed and trained. High level of staffing so all staff know residents well."

"Excellent support to families" "Always time for people, shows a high degree of care. First class matron and a wonderful team"

"The home has a very homely atmosphere both physically and in the way everyone is treated"

Comments from staff included,

"Everyone works together to ensure that residents are happy and content"

"The manager has turned the home around to an amazingly high standard"

"The team work well with each other,good communication,good atmosphere,residents needs are met to a very high standard.Supportive management"

"Residents families are kept informed about all changes.We are a very friendly and happy home"

What they could do better:

The safeguarding procedure needs review to make sure that no sections could be misleading for staff.

Arrangements for the recording of supervision need to be made more formalised.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 2.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations

Reader Information

Document Purpose:	Inspection Report
Author:	Care Quality Commission
Audience:	General Public
Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Older People can be found at www.dh.gov.uk or got from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

Helpline:

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

We want people to be able to access this information. If you would like a summary in a different format or language please contact our helpline or go to our website.

© Care Quality Commission 2010

This publication may be reproduced in whole or in part in any format or medium for non-commercial purposes, provided that it is reproduced accurately and not used in a derogatory manner or in a misleading context. The source should be acknowledged, by showing the publication title and © Care Quality Commission 2010.