

Regal Care Limited

# Havencroft Nursing Home

## Inspection report

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Date of inspection visit:  
28 January 2021

Date of publication:  
02 March 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Havencroft Nursing Home provides nursing care for up to 32 people in one adapted building. At the time of our inspection 25 people were receiving the service.

We found the following examples of good practice.

Visitors completed a Covid-19 screening tool and wore Personal Protective Equipment (PPE). They entered the home through the side gate to avoid them walking through the home.

The provider had installed a visitor pod for families to safely visit people. Up to three visits per day took place by appointment which allowed time for cleaning of the pod between visits.

To ensure people's wellbeing was promoted the activities co-ordinator and staff organised and supported regular video and telephone calls with families to ensure everyone maintained contact. Activities took place in a large room to ensure people could participate in a socially distanced manner.

The numbers of people in each communal room was monitored by staff to ensure staff and people could maintain a safe social distance from each other.

The provider cohorted staff in pairs and zoned staff to work on a specific floor to minimise staff movement in the home and reduce the risk of spreading infection. Cleaning was scheduled throughout each day with a focus on touchpoints, deep cleans of people's bedrooms. Cleaning of communal areas was also completed more frequently.

Admission assessments were carried out by using video calls. Families were invited to see the outside of the home and sent a video tour and pictures of the home.

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

We always ask the following five questions of services.

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

Further information is in the detailed findings below.

**Inspected but not rated**

# Havencroft Nursing Home

## **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.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 28 January 2021 and was announced.

# 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 not fully assured that the provider was using PPE effectively and safely. We observed some staff wearing their own masks instead of appropriate masks in line with current guidance. The provider addressed this immediately.
- 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 not fully assured that the provider's infection prevention and control policy was up to date. The provider's policy did not reflect current government guidance and had not been updated since March 2020. The provider updated their policy immediately following inspection.

We have also signposted the provider to resources to develop their approach.