

Norse Care (Services) Limited

High Haven

Inspection report

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Date of inspection visit:
04 February 2021

Date of publication:
24 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

High Haven is a care home which is registered to provide accommodation and personal care for a maximum of 38 older people, some of whom are living with dementia.

We found the following areas of good practice:

Relatives were supported to book visits and a visiting area had been devised in the reception area. Visitors were supported to undertake lateral flow tests before entering the building and Personal Protective Equipment (PPE) and hand washing facilities were made available. Where visitors were unable to visit in person, staff had set up different ways in which people could stay in touch with those who are important to them. This included by phone and tablet. People experiencing dementia were supported by staff to engage with these virtual opportunities. Staff recognised that people missed contact with their friends and relatives and had continued to deliver a full programme of activities to cheer people's mood.

All staff undertake PCR tests in order to protect the people they care for. Where staff test positive, they are supported to isolate at home and the appropriate authorities informed. Staff we spoke with were clear that the management team were supportive of their needs. Risk assessments for all staff had been undertaken and staff who needed to shield were supported to do so in an appropriate way. Handovers and staff breaks had been modified to ensure that only small groups gathered at any one time. If staff did meet in one room, they remained socially distant and wore PPE.

The premises looked clean throughout and communal areas were ventilated. Cleaning schedules had been updated by the housekeeper in light of COVID-19 risks and frequent cleaning of high touch areas was undertaken by all staff, both day and night. The home had a large stock of cleaning detergents which had been checked for their efficacy in preventing the spread of COVID-19. Oversight of laundry was comprehensive and housekeeping staff demonstrated a good knowledge of the guidelines in place for washing people's clothing should someone test positive for COVID-19.

Where people are discharged from hospital, the care home requested that a COVID test result is provided by the hospital. People are supported to isolate for 14 days upon the entry to 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?

Findings are recorded below.

Inspected but not rated

High Haven

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 4 February 2021 and was announced.

Is the service safe?

Our findings

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.