

Care Homes UK Ltd

Haven Lodge

Inspection report

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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

Haven Lodge is a care home providing care to people aged 65 and over. At the time of the inspection, there were 24 people living at the home.

We found the following examples of good practice.

There were relevant policies and procedures in place to manage risks associated with the COVID-19 pandemic. This included the management of risks to people who had tested positive for COVID-19.

The registered manager conducted regular supervisions with staff to ensure their understanding around infection and prevention control was good and also to support their mental wellbeing.

The home had acquired technology to facilitate people's access to activities and communication with their families and friends.

Staff had received updated training on the use of PPE and their competency in this area was checked; we observed staff wearing it correctly during our inspection.

All visitors, including professionals, were subject to a range of screening procedures, including showing evidence of vaccination and a negative lateral flow test before entry into the home was allowed.

Staff were tested regularly for COVID-19 and all had been vaccinated.

People had specific care plans and risk assessments to manage the risks of COVID-19, including if people tested positive.

The service had established good working relationships with relevant healthcare professionals and their support continued during the pandemic.

Workforce pressures were not having a detrimental impact on the delivery of the service.

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

Haven Lodge

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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 23/02/22 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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.

The provider was facilitating visits for people living in the home in line with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.