

Bupa Care Homes (ANS) Limited

# Havelock Court Care Home

## 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

Havelock Court Care Home is a residential service that can provide accommodation and personal care to a maximum of 58 people. At the time of our inspection 57 people were living at the care home.

We found the following examples of good practice.

Access to the care home had been restricted for non-essential visitors. Visitors who were exempt from the restriction included, for example, designated relatives of people receiving end of life care. All essential visitors to the care home were required to follow the providers strict infection prevention and control (IPC) and Personal Protective Equipment (PPE) guidance, which included having a recent negative COVID-19 test.

Alternative arrangements were in place to help people living in the care home maintain relationships with relatives and friends. For example, people were actively encouraged and supported by staff to keep in touch with their loved ones via telephone and video calls.

Managers and staff understood the principles of isolation and implemented them appropriately. For example, anyone living in the care home who tested positive for COVID-19 or showed signs of being symptomatic were required to isolate in their single occupancy room and not attend any communal areas for at least 14 days. In addition, staff or any of their household bubble who tested positive for COVID-19 or were symptomatic were required to immediately stop working at the care home and to self-isolate at home.

The provider was participating in a 'whole home' COVID-19 testing program. This ensured everyone living and working in the care home was regularly tested for COVID-19. For example, since the beginning of the outbreak all staff, including temporary agency staff, were tested daily for COVID-19. The provider knew how to apply for COVID-19 home testing kits and had adequate supplies.

Staff used PPE safely and in accordance with current IPC guidance. We observed managers and staff wearing their PPE correctly throughout our inspection. Staff had received up to date IPC and COVID-19 training, which was being routinely refreshed. The service had adequate supplies of PPE that met current demand due to the outbreak. Managers told us staff had now been given individual supplies of hand sanitiser which they could wear on their person for ease of access.

The care home was kept hygienically clean. There were detailed records kept of staffs new cleaning schedules, which included a rolling program of cleaning high touch surfaces, such as light switches, grab rails and door handles. During this outbreak an additional cleaner was being used and staff reminded they were all responsible for continuously cleaning the care home. The provider used an external cleaning company to routinely deep clean communal areas, including lounges.

The provider had thoroughly assessed infection risks to everyone living and working in the care home and where people were deemed to be disproportionately at risk from COVID-19, appropriate action had been taken to minimise the impact.

The service was now heavily reliant on temporary agency because a large percentage of the permanent staff team had recently tested positive for COVID-19 and were required to self-isolate. These agency staff received a thorough induction and were expected to work on the same units/floors of the care home to reduce the risk of spreading the infection. To help staff stay safe, in-person group shift handover meetings for staff had been suspended and replaced with just the shift leaders meeting.

The service worked closely with the Local Authority, Clinical Commissioning Group (CCG), Public Health England (PHE) and a local GP where they regularly sought these external professional agencies advice and support following this recent COVID-19 outbreak. For example, on the advice of a CCG infection control nurse who recently visited, the care home has introduced individual milk portions so people no longer had to share to help minimise the spread of infection.

There were IPC and PPE policies and procedures in place, which had been recently reviewed and updated to reflect ongoing changes to COVID-19 related guidance. This included contingency plans for managing adverse events, such as COVID-19 outbreaks and staff shortages at the care home. Managers routinely monitored and audited compliance with IPC practices. This included regular walkabout tours of the care home to check staff continued to wear their PPE correctly and high touch surfaces were routinely cleaned.

Most people living at the care home had received a COVID-19 vaccination. The managers of the service were working closely with the local authority, CP, CCG and PHE to implement an action plan to ensure all staff understood the importance of vaccinations against viruses and their role in keeping people safe.

## 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**

# Havelock Court Care 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 31 March 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 promoting safety through the layout and hygiene practices of the premises.
- 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's infection prevention and control policy was up to date.
- We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. Managers of the service were working closely with the local authority, CP, CCG and PHE to implement an action plan to ensure all staff understood the importance of vaccinations against viruses and their role in keeping people safe. We have also signposted the provider to resources to develop their approach.