

Guild Care

# Haviland House

## 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

Haviland House is a care home registered to provide accommodation and nursing care for up to 67 people. Most people were living with dementia. The home is divided into five separate areas, referred to as 'households'. These households were self-contained and each operated slightly differently depending on the needs of people living in the household. At the time of our inspection there were 45 people living at the service.

We found the following examples of good practice.

Where possible, people living at the home were being supported in their bedrooms to reduce the risk of infection. Each household had its own designated staff team including a housekeeper. The manager had looked at the skill mix of staff to ensure that people on each household could be supported safely. Staff had been flexible with their shifts to support the service, this included management staff who had been working on the floor.

There were clear infection prevention and control procedures in the home that were being followed by staff. Staff wore full personal protective equipment (PPE) when supporting people and there were PPE stations at regular intervals around the home. The manager had considered where people may be at risk of interacting with the PPE stations and where needed, PPE stations had been moved to a safe place that remained accessible to staff. We observed PPE being disposed of safely by staff and good hand hygiene throughout the home.

Managers continued to hold weekly meetings for relatives. These meetings took place using video conferencing software and were well attended. The care manager told us that they had seen record levels of attendance from people's relatives that were able to dial in from anywhere around the world. This was something that the manager intended to continue after the pandemic as it enabled more relatives to get involved in the running of the service and to keep them updated.

Staff and people were engaging with COVID-19 testing programmes. There was a designated testing area which had a one way flow system for staff to follow and there were screens between staff reading results and staff taking the test. The service had two volunteers who had been invaluable in supporting with the testing of staff. These volunteers had undertaken training to administer tests safely to people and supported with the administrative tasks associated with testing.

## 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**

# Haviland House

## **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 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 19 January 2021 and was unannounced.

# 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 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.