

Bhandal Care Group (1ST Care UK) Ltd

The Haven Care Home

Inspection report

19 Lincoln Road
Metheringham
Lincoln
Lincolnshire
LN4 3EF

Tel: 01526322051

Date of inspection visit:
20 January 2022

Date of publication:
10 February 2022

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	--------------------------------

Summary of findings

Overall summary

The Haven Care Home is a residential care home providing personal care for up to 29 older people. There were 26 people at the time of our inspection. There were a variety of communal facilities which included a lounge area and a dining room.

We found the following examples of good practice:

- Systems were in place evidencing all staff had both COVID-19 vaccinations. All new staff had to demonstrate their COVID-19 vaccination status before employment could commence.
- People were supported to maintain contact with family members and friends. Essential care givers had been appointed and continued to visit the home during outbreaks.
- Staff were observed wearing the correct PPE in line with government guidance. PPE stations were in several locations within the home.
- Cleaning schedules were in place to ensure high touch surfaces such as door handles and light switches were cleaned regularly.
- Areas of the home were being redecorated and renovated, this included new easy clean walls, floors and furniture, to support improved standards of cleanliness.
- There were systems in place to ensure people and staff were regularly tested for COVID-19. Essential care givers were also part of the regular 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

The Haven 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 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 20 January 2022 and was unannounced.

Is the service safe?

Our findings

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.

- We were somewhat assured the service met the requirement to ensure visiting professionals were vaccinated against COVID-19. We found the home records a log of COVID-19 vaccination passes for medical professional who visit the home regularly. However, no system had been developed to ensure other professionals vaccination passes were checked. We discussed this with the manager who took immediate action to ensure the visiting risk assessment was updated to include checking all visiting professional's vaccination passes.
- The service was meeting the requirement to ensure non-exempt staff were vaccinated against COVID-19.
- We were somewhat assured that the provider was admitting people safely to the service. The manager needed to ensure they appropriately isolated people admitted into the service based on the individual circumstances detailed in the government guidance.
- We were assured that the provider was meeting shielding and social distancing rules.
- 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

Staffing

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

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