

Georgetown Care Limited

The Haven

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

The Haven is a residential care home providing accommodation and personal care for up to 12 older people in one adapted building. There were nine people using the service at the time of the inspection, some of whom were living with dementia.

People's experience of using this service and what we found

Relatives thought people were safe living at The Haven and said staff treated them well. People were supported to take any medicines they needed. There were enough staff to provide safe care for people. Staff had a good understanding of systems in place to keep people safe and were confident action would be taken if they reported any concerns.

The home was clean and the provider had taken additional infection prevention and control measures as a result of the COVID-19 pandemic. Relatives said they had observed staff following these new procedures, including wearing additional personal protective equipment and cleaning more frequently.

The service was well-led. The registered manager said they received good support from the provider and senior staff in the home. Relatives felt the management team had a good understanding of any issues in the home and led by example. The quality of the service was regularly assessed, and action taken to make improvements where needed. Concerns raised with the registered manager had been investigated.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 9 August 2018).

Why we inspected

We received concerns in relation to infection control procedure, management of risk and staffing. As a result, we undertook a focused inspection to review the key questions of safe and well-led only.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

We reviewed the information we held about the service. No areas of concern were identified in the other key questions. We therefore did not inspect them. Ratings from previous comprehensive inspections for those key questions were used in calculating the overall rating at this inspection.

The overall rating for the service has remained good. This is based on the findings at this inspection. We found no evidence during this inspection that people were at risk of harm from this concern. Please see

the safe and well-led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for The Haven on our website at www.cqc.org.uk

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

The Haven

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

The Haven is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced. We called the registered manager from the car park to make arrangements to maintain infection control procedures during the inspection.

What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

Before the inspection we reviewed the information we held about the service and the service provider. We looked at the notifications we had received for this service. Notifications are information about important events the service is required to send us by law. We used all of this information to plan our inspection.

During the inspection

We looked at all communal areas of the home and some bedrooms to assess how the infection control procedures were being put into practice. We reviewed medicine storage and medicine administration records. We looked at records relating to incidents and accidents, and the follow up action taken to keep people safe. We reviewed recruitment records for a new member of staff. We reviewed risk management plans for three people.

After the inspection

We made phone calls to three relatives, three members of staff and the registered manager. We received feedback from a social care professional who has contact with the service. We reviewed staff training records and records relating to quality assurance systems in the home.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has improved to good. This meant people were safe and protected from avoidable harm.

Assessing risk, safety monitoring and management

At the last inspection we made a recommendation regarding development of clearer information in risk assessments. The registered manager had made improvements where needed.

- Risk assessments were in place to support people to be as independent as possible. They balanced protecting people with supporting them to maintain their independence. Examples included support for people to manage their mobility and risk of skin breakdown.
- Risk assessments and management plans had been reviewed and updated as people's needs changed. Plans had also been amended to reflect risks relating to COVID-19.
- Staff demonstrated a good understanding of these plans and the actions they needed to take to keep people safe.

Preventing and controlling infection

- The service had introduced measures to prevent visitors from catching and spreading infections. Visitors were screened for symptoms of COVID-19 and were provided with personal protective equipment (PPE). The provider had built a visiting pod, which enabled visits to take place without physical contact or visitors entering the main area of the home.
- Staff had received training on infection prevention and control measures and how to use PPE safely.
- Additional cleaning measures had been introduced in the home. All areas of the home were clean, and records demonstrated the additional cleaning had been completed.
- The provider had updated their infection prevention and control policy to reflect the COVID-19 pandemic and additional measures that had been introduced.
- COVID-19 testing was being carried out for people using the service and staff in line with the latest guidance. People and staff had been supported to receive the COVID-19 vaccine.

Systems and processes to safeguard people from the risk of abuse

- The service had effective safeguarding systems in place. Staff had a good understanding of what to do to make sure people were protected from harm. Staff had received regular training in safeguarding issues.
- Staff were confident the registered manager would take action to keep people safe if they raised any concerns. Staff were also aware how to raise concerns directly with external agencies if they needed to.
- Relatives told us they were confident people were safe in the home.

Staffing and recruitment

- There were enough staff to meet people's needs. Relatives told us staff were available to provide support when people needed it. Relatives were particularly grateful for the way staff worked during the COVID-19

pandemic, including some staff who moved into the home to reduce the risk of bringing in the virus.

- Staff told us they were able to meet people's needs safely.
- Effective recruitment procedures ensured people were supported by staff with the appropriate experience and character.

Using medicines safely

- Medicines were securely stored, and people were supported to take the medicines they had been prescribed.
- Medicines administration records had been fully completed. These gave details of the medicines people had been supported to take.
- Where people were prescribed 'as required' medicines, there were clear protocols in place. These stated the circumstances in which the person should be supported to take the medicine.
- Staff had received training in safe administration of medicines. Their practice had been assessed to ensure they were following the correct procedures.

Learning lessons when things go wrong

- Systems were in place for staff to report accidents and incidents. Staff were aware of these and their responsibilities to report such events. Action was taken to reduce the risk of similar incidents happening again.
- Accidents and incidents were reviewed by the management team to ensure appropriate actions had been taken.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as good. At this inspection this key question has remained the same. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- The registered manager had promoted a person-centred approach in the service. This was evidenced through the content of staff meetings and the training staff received.
- Staff and relatives praised the management and told us the service was well run.
- The registered manager had a good understanding of their responsibilities under the duty of candour.
- The management team had investigated concerns that had been raised with them. The outcome of these investigations had been used to improve the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; Continuous learning and improving care

- The provider had effective quality assurance systems in place. These included, reviews of care records, medicine records, support plans, infection control practices and quality satisfaction surveys. In addition to checking records the management team completed observations of staff practice. This was to assess whether staff were putting the training and guidance they had received into practice.
- The results of the various quality assurance checks were used to plan improvements to the service.
- The provider met their regulatory requirements. The rating of the most recent inspection was displayed in the home and on their website. Notifications of significant events in the service were submitted to CQC when necessary.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Working in partnership with others

- The service involved people, their families and friends effectively in a meaningful way. Relatives said the registered manager had kept in contact with them and supported people to use different communication methods while they were not able to meet in person.
- The registered manager had established good relationships with local health and social care professionals. A GP told us the registered manager worked well with them to ensure people's needs were met and had enabled the smooth roll out of COVID-19 vaccines to people.
- The provider was a member of relevant industry associations to ensure they were updated in relation to any changes in legislation or good practice guidance.