

Vmaria & Rawther UK Ltd

Havendene Residential Home

Inspection report

Front Street
Prudhoe
NE42 5HH

Tel: 01661835683

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13 October 2021

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03 December 2021

Ratings

Overall rating for this service

Good ●

Is the service safe?

Inspected but not rated

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Havendene Residential Home is a residential care home providing personal care for up to 25 older people. At the time of the inspection there were 20 people living there, including three people who were staying for a short-break.

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

People praised the way the service was managed and had confidence in the service. People had good relationships with the registered manager and staff team. They told us, "Staff are always very nice to us", "I feel safe and well-looked after" and "We get very good care."

Safe infection control and prevention practices were followed. People and staff had regular testing for COVID-19. Staff received training in the appropriate use of PPE. We saw staff followed current government guidance.

The provider and registered manager carried out regular checks of the safety and quality of the service. People and staff were asked for their views and these were acted upon.

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

Rating at last inspection and update

The last rating for this service was requires improvement (published March 2020).

At this inspection we found improvements had been made and the provider was no longer in breach of regulation.

Why we inspected

We carried out an unannounced comprehensive inspection of this service on 7 January 2020. A breach of legal requirements was found. The provider completed an action plan after the last inspection to show what they would do and by when to improve the display of the service performance assessment.

We undertook this focused inspection to check they had followed their action plan and to confirm they now met legal requirements. This report only covers our findings in relation to the key question Well-led which contain that requirement.

The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service has changed from requires improvement to good. This is based on the findings at this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for

Havendene Residential Home 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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Is the service well-led?

The service was well-led.

Details are in our well-led findings below.

Good ●

Havendene Residential Home

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.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

This inspection was carried out by one inspector.

Service and service type

Havendene Residential Home 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.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We carried out an

assessment call with the provider and registered manager. We sought feedback from the local authority and professionals who work with the service. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with six people for their views and reviewed the surveys of 10 relatives. We also spoke with the registered manager, senior staff and the providers. We contacted nine staff in a range of roles, including catering and care, for their feedback.

We looked at audit records and action plans relating to the safety and quality checks carried out.

After the inspection

We continued to seek clarification from the provider to validate evidence found.

Is the service safe?

Our findings

Preventing and controlling 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.

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 requires improvement. At this inspection this key question has now improved to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

At the last inspection the provider had failed to display the performance rating of the home. This was a breach of Regulation 20A of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. During this inspection we found the provider clearly displayed the service rating and was no longer in breach of regulation.

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

- People were very complimentary about the way the service was run. They told us, "I have confidence in the manager" and "[Registered manager] is very good. She is supportive and keeps the staff right."
- The provider and registered manager had a clear system of audits to monitor the quality and safety of service. Any areas identified for attention were set out in an action plan which was reviewed on a monthly basis.
- The registered manager shared any lessons learnt with staff team so the service could adapt and improve their practice. The provider and registered manager understood their responsibilities to be open and transparent if anything went wrong.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- The service had a positive, friendly culture which focused on each person receiving personalised, tailored care. People commented, "Staff do their very best for us" and "It's a good home and I'm fortunate to have found it."
- People and staff described it as a family-like home. They told us, "It's has a friendly atmosphere, we all get on well with each other" and "This is the residents' home so we make it their home."
- Staff were overwhelmingly satisfied to work for the service because of its caring values. They commented, "I feel all our team work together in delivering a high standard of care."

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous improvement

- People said their views were sought and their suggestions were acted upon. People had frequent residents' meetings and 'chat shops' with the activities coordinator, who was skilled at engaging people and encouraging them to speak up.
- The registered manager used regular surveys for people and their relatives to check their views of the

quality of the service. The results were not yet published but the registered manager said they would be in future.

- Staff had opportunities during staff meetings and individual supervision to provide their views and feedback.
- The provider, registered manager and staff team worked hard to make continuous improvements to the service.

Working in partnership with others

- The service had good links with local community services that reflected their social, cultural and spiritual needs.
- The service fostered good working relationships with local health and social care organisations for the benefit of people who used the service.