

Bhandal Care Group (1ST Care UK) Ltd

The Haven Care Home

Inspection report

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Tel: 01526322051

Date of inspection visit:
26 March 2021

Date of publication:
21 April 2021

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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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 25 people at the time of our inspection. There were a variety of communal facilities which included a lounge area and a dining room. One of the bedrooms had been changed into a visiting area.

We found the following examples of good practice:

- People were supported to maintain contact with family members and friends using telephones and video calling. Visitors were able to use the visitors room, prior to seeing their relative they had a test and were provided with personal protective equipment (PPE).
- Staff were observed to wear the correct PPE in line with government guidance and we saw it was accessible throughout the service.
- Cleaning schedules had been increased to ensure high touch surfaces such as door handles and light switches were cleaned regularly.
- The service was using the space available to enable people to socially distance.
- The service had an up to date infection control policy.
- People were safely admitted to the service in line with government guidance.
- Staff supported people to engage in socially distanced activities. People were supported to celebrate important birthdays and events.
- People and staff were regularly tested for COVID-19.
- All residents and staff had received their vaccination.

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 26 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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider's infection prevention and control policy was up to date.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.