

Havelock House Nursing Home

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Inspection report

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Polegate
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27 January 2021

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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

Havelock House is a residential care home providing personal and nursing care for up to 27 people aged 65 and over. There were 14 people living at the home during the inspection.

The pandemic had put pressure on staff levels as some staff had to self-isolate. The registered manager took advice and managed the situation until staff returned to work. At the time of the inspection only one person remained in isolation in their room. Although people were now able to access communal areas, most people chose to remain in their rooms throughout the day. The dining room was no longer being used at meal times. People were having their meals in their rooms to aid social distancing. People were able to access the large communal lounge and were supported to remain socially distanced as required.

The home had designated cleaning staff to ensure levels of cleanliness were maintained, this included regular cleaning of communal areas, shared bathrooms and toilets. All staff ensured regular disinfection of frequently touched surfaces of the home for example handrails and bannisters. We suggested that staff recorded the times when high touch areas were cleaned to ensure this was documented.

The registered manager had followed current guidance in relation to infection prevention and control. This included enhanced cleaning schedules and personal protective equipment (PPE) stations located around the home. The home was currently closed to non-essential visitors. Measures had been implemented to ensure people and staff entering the home did so following current guidance regarding PPE and social distancing.

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

Havelock House Nursing 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 27 January 2021 and was announced.

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's infection prevention and control policy was up to date.

We were somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. During a period of rising cases of COVID19 at the home we received information that asymptomatic COVID19 positive care staff were providing care to COVID19 positive residents. We contacted the provider for clarification, and this was confirmed. We also liaised with the local authority and Public Health England (PHE). The provider told us they had sought guidance from local health organisations during a very challenging period when a high number of staff were off sick and/or isolating. Although acting in good faith, the current government guidance was not followed. This was for a period of four days, during which time the registered manager kept in contact with stakeholders to review the situation. As soon as alternative staff were available, they were put in place to cover shifts in the home. The registered manager gave assurances that this would not happen again. They confirmed alternative steps would be taken to source staff in a timely manner using other care agency staff, contacting East Sussex County Council market support team and CQC for support and guidance. At the time of the inspection only one person remained in isolation due to COVID19 and staffing levels had returned to normal. Learning from this event has been taken forward.

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