

Ultimate Care Limited

# Saltshouse Haven Care Home

## Inspection report

71 Saltshouse Road  
Hull  
North Humberside  
HU8 9EH

Tel: 01482706636

Date of inspection visit:  
27 January 2021

Date of publication:  
17 February 2021

## Ratings

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

Is the service safe?	<b>Inspected but not rated</b>
----------------------	--------------------------------

# Summary of findings

## Overall summary

### About the service

Saltshouse Haven Care Home is a residential care home providing personal care to a maximum of 150 people aged 65 and over. The service has five separate lodges Bilton, Meaux, Preston, Coniston and Seaton; each can accommodate 30 people and has its own lounge, dining area, bathrooms and bedrooms. Bilton and Seaton lodge supports people living with dementia.

We found the following examples of good practice.

- The service communicated with relatives to promote people's wellbeing. People were supported to take regular exercise and join in activities to maintain their wellbeing.
- Visits were arranged in line with government guidance.
- Staff were wearing personal protective equipment (PPE) in line with government guidance.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Why we inspected

The inspection was prompted in part due to concerns received about infection control. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this report.

## 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**

# Saltshouse Haven Care 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.

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 was unannounced.

# Is the service safe?

## Our findings

- 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 using PPE effectively and safely.
- 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 have also signposted the provider to resources to develop their approach.