

HC-One Oval Limited

Haven Care Home

Inspection report

29 Telscombe Cliffs Way
Telscombe Cliffs
Peacehaven
East Sussex
BN10 7DX

Tel: 01273587183

Date of inspection visit:
16 February 2021

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02 March 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

Haven Care home provides personal and nursing care for up to 36 older people living with a range of health care needs. Haven Care home is registered to support up to 40 people however, four bedrooms were no longer being used as double rooms. At the time of inspection, there were 27 people living at the home.

We found the following examples of good practice.

Due to a recent outbreak of COVID-19, the home was currently closed to visitors. People were being supported to isolate in their bedrooms. Staff provided people with one to one activities in their rooms. People had mental capacity assessments and best interest decisions which assessed their understanding of the pandemic and the need to isolate in their bedroom during an outbreak. These had been completed with the person and their family. People had care and support plans in place to manage the risks of COVID-19.

Staff had been supporting people to keep in touch with their relatives through phone calls. Residents that were able to, were supported to use video calling software. Some people also received letters from their loved ones, letters were kept in isolation for 72 hours and laminated before being given to people in order for letters to be easily cleaned.

Visits for people at end of life were supported by the service. Relatives completed a lateral flow test before entering the service, had their temperatures taken and were provided with personal protective equipment (PPE). Visitors entered the home through the closest entrance to the person's room in order to minimise the risk of cross contamination with other people living at the home.

Staff were wearing PPE in line with government guidance. Staff had received training in putting on and taking off PPE safely as well as infection prevention and control training. The registered manager undertook regular spot checks to ensure staff were using PPE appropriately and following infection control procedures.

The registered manager had ensured that the environment was clean and free from clutter. Aesthetic items, such as soft furnishings, that could not be easily cleaned had been removed from use to promote infection control. Communal areas of the home had undergone a refurbishment during the pandemic, which included new flooring, wall decoration and furniture. This had improved infection control at the home and made it easier to keep communal areas clean. The area and quality manager were able to monitor infection prevention and control practices throughout the outbreak of COVID-19 using video calls to talk to staff and inspect the environment.

The provider had a designated coronavirus email address. This email account was staffed by a team who kept up to date with current government recommendations, regulations and provider policies and procedures. This email address was given to staff, relatives and people. There was also a designated phone line that people, staff and relatives could call with any queries or questions about the pandemic.

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

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.

As part of CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 16 February 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 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.