

Ultimate Care Limited

Saltshouse Haven Care Home

Inspection report

71 Saltshouse Road
Hull
North Humberside
HU8 9EH

Tel: 01482706636

Date of inspection visit:
06 January 2022

Date of publication:
20 January 2022

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

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

We found the following examples of good practice.

Visits were arranged in line with government guidance.

Staff were wearing personal protective equipment (PPE) in line with government guidance.

People were part of a regular testing programme.

Staff had received training in infection prevention and control (IPC) and IPC champions were in place.

Staff had received the COVID-19 vaccination as a condition of their deployment.

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

Saltshouse 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.

We received information of concern about testing at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 6 January 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was preventing visitors from catching and spreading infections. There were systems in place to ensure this, but not all staff were aware of or recorded they followed these systems.
- 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 somewhat assured that the provider was accessing testing for people using the service and staff. Staff were testing in line with government guidance but there was no system in place for monitoring and oversight of this.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Maintenance issues in one lodge meant that effective cleaning could not take place. An action plan was created after the inspection to address these issues.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. Some policies were due to be updated and action plans required review to ensure they drove forward improvements.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.