

Porthaven Care Homes Limited

Haddon Hall Care Home

Inspection report

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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

Haddon Hall is a care home that provides accommodation, nursing and personal care. At the time of the inspection there were 54 people living there. The home can accommodate up to 75 people. There was a manager in post, they had commenced their role in June 2020 and were in the process of applying to register with CQC.

We found the following examples of good practice.

- The management and staff were adhering to all guidelines for infection prevention and control during the inspection. Staff were supported to understand and follow guidelines through training and supervision.
- Although the home was closed to visiting, the manager had ensured there were safe processes by which people could have visitors when this was permitted again.
- People only moved into the home after a negative coronavirus test.
- People and staff were regularly tested for corona virus.
- There was a cleaning schedule to ensure surfaces and areas that could be touched more frequently were regularly cleaned.

Further information is in the detailed findings below.

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

Haddon Hall 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 12 November 2020 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. At the time of the inspection the home was closed to visitors due to some people living there having tested positive for coronavirus. The manager had implemented processes whereby people could have visitors if they were approaching the end of their lives. This involved the visitor entering and leaving through the nearest fire exit to the person's bedroom, having their temperature checked before entering the home, having their hands and clothing sanitised and being provided with Personal Protective Equipment (PPE). The same precautions were taken for professionals who visited the home.
- We were assured that the provider was meeting shielding and social distancing rules. During the inspection people were being cared for in their bedrooms. Where people did not have the capacity to consent to staying in their bedrooms the manager had ensured there were processes to reduce the risk of this person catching or spreading coronavirus. The furniture in communal areas was arranged to ensure people would be able to enjoy each other's company once these rooms were used again, whilst maintaining social distancing.
- We were assured that the provider was admitting people safely to the service. The manager ensured people had a negative coronavirus test before moving into the home, some staff had visited people in their homes to help them with the corona virus test before they moved in. When people moved in, they were cared for in their bedrooms for 14 days as per government guidelines.
- We were assured that the provider was using PPE effectively and safely. There was enough stock of PPE stored within the home to ensure they could manage if there was an outbreak of coronavirus. We saw staff wearing PPE appropriately. Staff were provided with training in how to put on, remove and dispose of PPE safely.
- We were assured that the provider was accessing testing for people using the service and staff. People consented to coronavirus tests before they were completed.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises. The manager had ensured staff had rest areas on the same floor they were working on, staff did not mix between floors. There were two lifts in the home, one solely for the use of laundry staff and one for kitchen staff.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed. The management and staff were adhering to all guidelines for infection prevention and control during the inspection. Staff were supported to understand and follow guidelines through training and supervision.

- We were assured that the provider's infection prevention and control policy was up to date. The manager audited infection prevention and control monthly to ensure any concerns could be identified and rectified.