

Lanemile Limited

Haven Lodge

Inspection report

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01 February 2022

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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

Haven Lodge is a care home which provides accommodation, personal care and nursing for up to 50 older people including people living with dementia. The adapted two-story building consisted of two units Mayflower and Speedwell. Mayflower specialises in providing care to people living with dementia and mental health needs. Speedwell provided nursing care for people who were physically frail and or receiving palliative, end of life care. At the time of our inspection there were 46 people living at the service.

We found the following examples of good practice.

The provider's website kept people's families and friends updated on actions the service were taking during COVID-19 to keep people safe.

Systems were in place to minimise the risk of and detect COVID-19 coming into the service. This included the use of thermal imaging cameras located in the entrance to check visitors' temperatures and regular testing for staff and people living in the service.

People were supported to access the COVID-19 vaccination programme.

Staff felt supported by the provider and management team, who had ensured they had access to enough personal protective equipment to safely carry out their role.

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 Lodge

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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 1 February 2022 and was announced. We gave the service one days' notice of the inspection.

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 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 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 were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We found some shortfalls, such as an inflatable shampoo basin which showed residue from previous use and a broken pedal bin which was a risk of cross contamination. The provider addressed this when we brought it to their attention.

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

Visiting in care homes

- Flexible, safe, visiting arrangements were in place to support people to keep in contact with their friends and relatives.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.