

Vmaria & Rawther UK Ltd

Havendene Residential Home

Inspection report

Front Street
Prudhoe
NE42 5HH

Tel: 01661835683

Date of inspection visit:
09 December 2020

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18 December 2020

Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Havendene is a residential care home providing accommodation and personal care for up to 25 people. At the time of the inspection, there were 12 people living at the home, some of whom were living with dementia.

We found the following examples of good practice.

- There were measures in place to support people to access and visit the service safely. There were alternative arrangements in place to support people to maintain contact with their loved ones when face to face visits were not possible.
- Staff had received training in infection prevention control. Staff were observed wearing appropriate PPE during the inspection and were able to explain the process of putting on and taking off their PPE.
- People using the service and staff had accessed to regular testing in line with government guidance. Comprehensive recording of when tests were conducted, test reference numbers and results were completed by the manager.
- People were supported to socially distance and self-isolate as needed. Where people experienced difficulty with isolating, staff were creative in supporting the person to be able to leave their room safely, whilst keeping their distance from other service users.
- Quality assurance audits were completed to ensure safe infection control practices were being followed and to identify any improvements. Staff spoke positively about the support and guidance they had received from the manager.

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

Havendene Residential 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 9 December 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.
- 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.