

Guild Care

Haviland House

Inspection report

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08 December 2020

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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

Haviland House is a care home registered to provide accommodation and nursing care for up to 67 people. All people at the home were living with dementia or showed signs and symptoms of dementia. The home is divided into five separate areas, referred to as 'households'. These households were self-contained and each operated slightly differently depending on the needs of people living in the household.

The proposed designated care setting consisted of eight bedrooms on one of the households which was currently operating to support the care of people who had received a positive COVID-19 test.

We found the following examples of good practice.

The designated care setting would have its own allocation of staff, including; care staff, senior care staff, housekeeping, night care staff and a registered nurse where required. The designated care setting was able to be accessed by staff via a separate entrance to the home. This meant that staff working on the designated care setting would not come into contact with other members of staff working across the home.

The registered manager had thought about the separation of the designated care setting from the rest of the home. The registered manager had made arrangements to ensure that laundry and food provisions were separate from the rest of the home and limited interaction between staff.

The designated care setting had its own sensory room/lounge area, dining room and kitchenette. Bedrooms on the designated care setting had ensuite bathrooms.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

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?

Further information is in the detailed findings below.

Inspected but not rated

Haviland House

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive COVID-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 8 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.