

## Christadelphian Care Homes

# Fair Haven

### Inspection report

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19 March 2021

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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

Fair Haven is a care home. The home is registered to accommodate a maximum of 30 people who require personal care. The home does not provide nursing care. During this inspection there were 24 people living at Fair Haven, some of whom were living with dementia.

We found the following examples of good practice.

The service was clean and free from clutter. The service had up to date cleaning schedules in place for day to day cleaning.

The service provided effective ways for people to visit their relatives during the COVID-19 pandemic. The service had built a secure visiting pod to enable people to receive visits from their families.

Staff always answered the front door to contractors or professional visitors and prompted them to put on personal protective equipment (PPE) and wash their hands. The provider also had plans in place to install a hand washing sink in the home's front porch.

Visiting arrangements were in accordance with current government guidance. The registered manager and provider had informed families about the service's social distancing and visiting arrangements. Information on visiting was available on the provider's website.

The service offered people using the service and their loved one's video calls at any time. The service also facilitated telephone calls at any time.

The service participated in the whole home testing programme, this meant staff were tested for COVID-19 weekly, supplemented by rapid testing twice a week. Residents were tested every 28 days.

Systems were in place to ensure staff isolated for the required period in the event they tested positive for COVID-19. The service had a contingency plan for the isolation of people if the service experienced a COVID-19 outbreak. All people using the service had been offered a COVID-19 vaccine.

Risk assessments had been completed for staff identified as being more at risk if they contracted the virus.

Staff had received additional training in infection prevention and control (IPC) and COVID-19 awareness from the provider's training team. This ensured staff understood what actions to take should people using the service become symptomatic or have a positive COVID-19 test.

The service's IPC policy and IPC audits were up to date. IPC audits were carried out monthly and included extra measures the home had put in place due to COVID-19. Any areas requiring further action were identified during these audits were addressed immediately.

## 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**

# Fair Haven

## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 19 March 2021 and was announced.

# Is the service safe?

## Our findings

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.
- The provider readmitted a person to the service without confirmation of a negative test from a hospital; this was not in accordance with government guidance on hospital discharges. However, the person tested negative for COVID-19 when tested by the service on readmission. The service followed government guidance regarding the person's self-isolation. We have signposted the provider to resources to develop their approach.
- 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.