

M Rashid

Melrose House

Inspection report

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Ratings

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

Overall summary

Melrose House is a residential care home providing personal care and accommodation for up to 34 people aged 65 and over, including people living with dementia. At this inspection there were 19 people living at the service, including one person who was in hospital.

We found the following examples of good practice.

- The registered manager had followed the government's guidance on whole home testing for people and staff until the outbreak of COVID-19 at the service in January 2021.
- People's well-being was being supported by window visits and use of the Facebook portal device. A visitor's pod had been newly built within the service's grounds and would be fully operational by 8 March 2021. This will enable people using the service to have face-to-face contact with their relatives.
- Arrangements were in place for relatives to visit family members who were judged to be at the end of their life. Suitable measures were in place such as temperature checks and Personal Protective Equipment [PPE] to keep infection risks to a minimum.
- Staff employed at the service had received training on infection prevention and the correct use of PPE. There was clear guidance and signage located within the service to help promote staff to safely work whilst minimising the risk of spreading infection including effective hand washing practices.
- Appropriate infection prevention control practices were observed, such as the wearing of masks, gloves, aprons and also included good hygiene practices.
- The environment was visibly clean. Cleaning schedules evidenced the frequency of cleaning undertaken, including deep cleaning of the service.
- People living in the service were encouraged and supported to maintain social distancing in communal areas, such as the lounge and dining room.
- Suitable arrangements were put in place during the outbreak of COVID-19 to separate the environment for people who had tested positive and those who were not, to minimise the risk of transmission.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated

Melrose 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.

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 3 March 2021 and was unannounced.

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 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 assured that the provider was accessing testing for people using the service and staff.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. There were no malodours present during the inspection and all communal areas were visibly clean. However, some areas of the service are in a poor state of repair. Although not all rooms are occupied, these are being used for storage and need to be decluttered and locked to maintain people's safety.

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