

Nellsar Limited

Meyer House Nursing and Residential Care Home

Inspection report

28 Meyer Road
Erith
Kent
DA8 3SJ

Tel: 01322338329
Website: www.nellsar.com

Date of inspection visit:
18 January 2022

Date of publication:
02 February 2022

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	--------------------------------

Summary of findings

Overall summary

About the service

Meyer House Nursing and Residential Care Home is a care home service that accommodates up to 34 people across two floors in one adapted building. There were 25 people using the service at the time of our inspection.

At our last inspection of the service we were not assured that the provider's process for receiving visitors into the home was consistent or robust enough to prevent the spread of infections. At this inspection we found that significant improvements had been made and we were assured that this service met good infection prevention and control guidelines.

We found the following examples of good practice.

The provider screened essential visitors for symptoms of acute respiratory infection before they were allowed to enter the home. Visitors were supported to follow the government's guidance on hand washing, sanitising and wearing personal protective equipment (PPE) before entering the home and social distancing whilst on the premises.

The provider told us there were enough regular staff to meet people's needs during this COVID-19 outbreak. Where required they block booked agency staff to ensure they only worked at Meyer House. The provider carried out checks on agency staff to make sure they had received training on infection control and they had been fully vaccinated.

All staff had received training on COVID-19, infection control and the use of PPE. Agency staff received the same training and supervision as regular staff whilst working at the home and they were being tested regularly for COVID-19. There was an enhanced COVID-19 testing program in place for people using the service and for staff. When people or staff showed symptoms of COVID-19 they were required to self-isolate.

We observed staff wearing appropriate PPE and socially distancing throughout our visit. The provider told us they had access ample supplies of PPE equipment. The home had a dedicated housekeeping team that facilitated a cleaning schedule at the home. During our visit we saw that the home was very clean throughout.

The provider was monitoring the health and wellbeing of people using the service and staff. Black, Asian and Minority Ethnic COVID-19 risk assessments were carried out with people using the service and staff to ensure they could live and work safely at the home.

The provider was working closely with the GP, health care professionals, the Clinical Commissioning Group (CCG), the Local Authority Commissioning Team and Public Health England. The provider told us the support they received from these health and social care professionals was very helpful to them, the staff team and people using the service.

The provider had a COVID-19 specific contingency plan in place which they had followed throughout the COVID-19 pandemic. The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

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 appropriate infection prevention and control procedures to keep people safe.

Inspected but not rated

Meyer House Nursing and Residential Care 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 17 January 2022 and was announced. We gave the service 24 hours' 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. They told us there were enough staff to meet people's needs during this COVID-19 outbreak.

How well are people protected by the prevention and control of infection?

At our last inspection of the service, 28 October 2021, we were not assured that the provider's process for receiving visitors into the home was not consistent or robust enough to prevent the spread of infections. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

At this inspection we found that significant improvements had been made and we were assured that this service met good infection prevention and control guidelines.

Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 12.

- 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.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were

vaccinated against COVID-19. We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.