

Mayfair Residential Home Limited

# Mayfair Residential Home Limited

## Inspection report

Marine Road East  
Morecambe  
Lancashire  
LA4 5AR

Tel: 01524411836

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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

Mayfair Residential Home is a residential care home providing personal and nursing care to 25 people aged 65 and over in one adapted building at the time of the inspection. The service can support up to 45 people.

People's experience of using this service and what we found

The provider was in the process of responding to concerns raised by the Lancashire Fire and Rescue Service. They were looking at purchasing new flooring and fire doors. Staff were able to explain what actions they would take in the event of a fire, to keep people safe. Professional guidance had been sought to review, policies, procedures and individual fire risk assessments for people at Mayfair Residential Home. New evacuation equipment had been purchased and evacuation training drills for all staff had been scheduled.

People were cared for in a clean and homely environment. Infection control systems and audits promoted a clean environment. The premises looked clean and staff confirmed the frequent cleaning of high touch areas such as handles and switches.

Furniture had been rearranged to support social distancing. The service had an adequate supply of PPE equipment. There were designated areas throughout the home, so staff had easy access to personal protective equipment (PPE). Clinical bins and bags were situated throughout the home for the safe disposal of PPE. Regular testing for all people and staff was ongoing by staff who had been trained on how to perform the testing.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

Rating at last inspection

The last rating for this service was good (published 21 December 2018).

Why we inspected

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns. They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We undertook this targeted inspection to check on a specific concern we had about fire safety. The overall rating for the service has not changed following this targeted inspection and remains good.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Details are in our safe findings below.

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

### **Inspected but not rated**

# Mayfair Residential Home Limited

## **Detailed findings**

### Background to this inspection

#### The inspection

This was a targeted inspection to check on a specific concern we had about fire safety.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

#### Inspection team

One inspector carried out the inspection.

#### Service and service type

Mayfair Residential Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

This inspection was unannounced.

#### What we did before the inspection

We reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. This included Healthwatch Lancashire. Healthwatch is an independent consumer champion that gathers and represents the views of the public about health and social care services in England. We used all of this information to plan our inspection.

#### During the inspection

We spoke with nine members of staff including the provider /registered manager, care manager, human resources manager, senior care workers and care workers.

We reviewed a variety of records relating to the management of the service, including policies and procedures related to infection prevention and fire safety.

After the inspection –

We continued to seek clarification from the provider to validate evidence found.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question, we had specific concerns about.

The purpose of this inspection was to look at a specific concern we had about fire safety. We will assess all the key question at the next comprehensive inspection of the service.

### Assessing risk, safety monitoring and management

- The Lancashire Fire and Rescue Service visited the Mayfair Residential Home and raised concerns related to fire training for staff and the maintenance of the home related to fire safety.
- The registered manager was in the process of responding to the concerns raised by the fire service. They were looking at purchasing new flooring within the home. They were looking at replacing fire doors and their surrounding casing to ensure the doors were compliant with fire regulations and prevent the spread of smoke and fire.
- Staff were able to access personal emergency evacuation plans for people. They were able to explain what actions they would take in the event of a fire, to keep people safe.
- The registered manager had sought professional guidance to review individual fire risk assessments for people at Mayfair Residential Home.
- The registered manager had purchased evacuation equipment and had scheduled evacuation training drills for all staff. They were knowledgeable on what action staff should take in the event of a fire. They were aware there should be no dependence on the Fire and Rescue Service to evacuate people.
- The registered manager was reviewing and updating the building to ensure the home had suitable fire compartments. This was so people could be moved to relative safety, should this be appropriate, in the event of a fire. To prevent the spread of fire, different sections of a building must be built as fire-resistant compartments. These will resist the passage of fire for a specified period.

### Preventing and controlling 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 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.