

# Broomhouse Care Limited

# Melbury House

## Inspection report

Mount Stewart Street  
Dawdon  
Seaham  
County Durham  
SR7 7NG

Tel: 01915818609

Date of inspection visit:  
22 July 2021

Date of publication:  
06 August 2021

## Ratings

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

|                      |                                |
|----------------------|--------------------------------|
| Is the service safe? | <b>Inspected but not rated</b> |
|----------------------|--------------------------------|

# Summary of findings

## Overall summary

Melbury House is a residential care home providing personal care and accommodation for up to 34 adults, some of whom are living with a dementia type illness. At the time of this inspection 30 people were living at the service. Melbury House is a large detached building set out over three floors. Communal areas are situated on the ground floor.

We found the following examples of good practice.

Systems were in place to manage and prevent people, staff, and visitors from spreading infections. The home supported staff and people with social distancing. Enhanced cleaning has been in place throughout the COVID-19 pandemic.

Staff had undertaken training in putting on and taking off PPE, hand hygiene and other Covid-19 related training. Managers observed staff practices to ensure the correct IPC procedures were being followed. Additional cleaning of all frequent touch surfaces was being carried out. Areas of the home were set aside for staff to change PPE. Information was displayed throughout the home to remind staff what PPE they needed to use and their responsibilities.

Due to the current outbreak in the home, visiting had been reduced in line with both national and local guidance. People were being supported to keep in contact with friends and relatives through a variety of means which included telephone calls and social media.

Staff supported people's emotional and social wellbeing. Activities had been planned within the home to positively support people through this period of change to their routines. Outdoor garden space was being used to its maximum potential where appropriate.

The home was following national guidance for anyone moving into the home from the community or hospital. Staff worked with people and their relatives to ensure they were aware of isolation procedures should they be needed. People were supported by a dedicated staff team who ensured any feelings of isolation and loneliness reduced.

Infection control audits and checks were carried out. The registered manager spoke positively about the hard work and dedication which staff had shown, which had helped to minimise the impact of this outbreak on people's health and wellbeing. The provider continuously shared important information about Covid-19 to staff.

## 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**

# Melbury 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 COVID-19, 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 22 July 2021 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.