

Hampshire Care Limited

Mercury House

Inspection report

85 Mercury Close
Southampton
Hampshire
SO16 8BJ

Tel: 02380739500

Date of inspection visit:
18 November 2020

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24 December 2020

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

Mercury House is a residential care home for up to three people who are living with autism and/or learning disabilities. There were two people living at the home at the time of the inspection.

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

We were assured that systems were in place to prevent the spread of infection.

Rating at last inspection

The last rating for this service was good (published May 2019).

Why we inspected

The inspection was prompted due to concerns we identified about infection control with regard to Covid-19. A decision was made for us to inspect and examine those risks.

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 found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Mercury House on our website at www.cqc.org.uk.

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?

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

Mercury House

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

This was a targeted inspection due to concerns we identified about infection control with regard to Covid-19.

Inspection team

The inspection was conducted by one inspector.

Service and service type

Mercury House 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.

The service did not have a manager registered with the Care Quality Commission. There had not been a registered manager since September 2019. The new manager had been recruited from within the staff team so was familiar with the service. The manager was in the process of applying to register.

Notice of 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 used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections.

We used all of this information to plan our inspection.

During the inspection

We spoke with the manager about infection prevention and control procedures.

After the inspection

We spoke further with the manager and conducted telephone calls with two staff and a health and social care professional who supported staff working at the home.

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.

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 not assured at the site visit that the provider was using PPE effectively and safely. However, following post inspection checks, we were assured.
- We were assured that the provider was accessing testing for 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.

During the inspection we identified that face masks were not always used appropriately within the home. The manager told us this was due to advice received from health and social care professionals, based on people's individual needs. We followed this up with professionals who confirmed this had been agreed. We continued the inspection off site and contacted staff and the manager by telephone. At this point, they told us people living in the home were now accepting staff wearing masks and staff were able to follow the up to date guidance.