

Moreland House Care Home Limited

Moreland House Care Home

Inspection report

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15 March 2021

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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

Moreland House is a residential care home providing personal and nursing care to older people. The home is an adapted building with facilities over three floors, with rooms including en-suite bathrooms. The service was registered to provide support to up to 50 people and there were 28 people using the service at the time of our inspection.

We found the following examples of good practice.

At the time of our inspection, pandemic lockdown measures were being lessened and national guidance advised reinstating visits to people living at residential services. Moreland House had recently started permitting visits to people in their own room. Visitors could also meet people at the service via a specially created social distanced visiting pod, where infection transmission risk was lessened as people and visitors were separated via a window. All visitors attended the service through reception where there was ample signage around keeping people safe through the use of Personal Protective Equipment (PPE), washing hands and social distancing. Visitors' temperatures were checked upon entry and those entering the service were supported with Lateral Flow Tests (LFT) or rapid testing and putting on and taking off PPE. People at the service were also supported to use video calls to people outside the service. All visits and calls were pre-booked. Visitors and people outside the service were provided instructions around visit protocols and service policy. At the present time only one person per family was permitted enter the service as per national guidance. Visitors were not permitted to meet or see any other residents so as to lessen the risk of infection.

All staff wore appropriate PPE and had been trained how to put it on and take it off correctly. There was ample supply of PPE and the provider told us there was no issues with supply presently. We saw staff were continually reminded about the importance of good infection prevention and control. We also saw management and discussed the recent changes to visiting with staff so they knew what to expect and how best to work with people around this. Similarly, staff had been trained how to use LFT, so they could support people and visitors with this. All staff were tested weekly, and residents monthly, as per national guidance. If people presented with symptoms they were tested, isolated and barrier nursed to lessen the risk of infection to others at the service. Staff wore visors where required to support people who might be anxious or had difficulty working with staff wearing masks.

The service was a designated setting scheme, which is where people who have had tested positive for COVID-19 are discharged from hospital to recover in isolation before returning home or to care settings. This scheme supports the freeing up of hospital beds to further support the national effort to combat the pandemic. At the time of the inspection the designated setting was not in use. We saw the measures in place to ensure infection transmission was lessened through isolation, zoning and cohorting of staff. We have signposted the provider around providing information to agency staff before coming to work at the service; so as to ensure they have a better understanding of work practices before working at the service.

There were procedures in place to support new admissions to the service. Both COVID-19 positive admissions to the designated setting and COVID-19 negative admission to the service were tested and isolated from

others as per national guidance. Enhanced cleaning was in place to support admissions and visits, with access routes cleaned after admissions and rooms cleaned following visits. We found the service in a clean and hygienic state during inspection. Infection control audits were completed regularly to ensure measures in place to prevent infection were being effectively followed by 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

Moreland House 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 15 March 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 have also signposted the provider to resources to develop their approach.