

Mrs Julie O'Rourke

Merseyview Residential Home

Inspection report

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New Brighton
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11 January 2022

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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

Merseyview Residential Home is a large semi-detached Victorian property close to New Brighton, on the Wirral Peninsula. Merseyview Residential Home provides accommodation with personal care, for a maximum of 12 people aged 65 and over at any one time. At the time of inspection, 11 people lived at the home.

We found the following examples of good practice.

The service had an appointment system for visitors which ensured only one group of visitors arrived at any one time. The dining room was the designated space for visits, this was well ventilated, visitors used wiped clean seats and it was cleaned after every visit.

Every person had a COVID-19 risk assessment that included adjustments required to meet their individual needs. For example, staff used hand signals to communicate with a lady with additional needs and if they needed to verbally communicate maintained two metres social distance and temporarily lowered their mask and this had been risk assessed. The home's cat 'Bob', also had a COVID-19 risk assessment.

People were supported to maintain contact with family and friends in creative ways. Staff supported people to use online video calling with relatives and friends. One lady had been supported to see her grandchildren by allowing them to visit and play in the garden whilst the nominated visitors visited indoors.

A local health centre had attended the home to offer vaccinations and boosters to all people and staff. This meant all staff and people living in the home had received two doses of the vaccine and their booster.

There had been no cases of COVID-19 in people living in the home throughout the pandemic.

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

Merseyview Residential 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 11 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

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 somewhat assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

However, we found the provider was not aware of current guidance in relation to essential care givers visiting the home. We signposted the provider to current guidance to support them to develop their approach.

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 somewhat assured the provider had Infection Prevention and Control policies and audits in place.

However, we found the Infection Prevention and Control Policy had not been reviewed since it's implementation at the start of the pandemic. It was generic and did not fully reflect the specific circumstances in the home. We suggested the provider conduct a review of their policy to ensure it was fit for purpose and reflected their circumstances.

We have also signposted the provider to resources to develop their approach.