

Accomplish Group Limited

Merstone House

Inspection report

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Date of inspection visit:
05 November 2020

Date of publication:
17 November 2020

Ratings

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

| | |
|----------------------|-------------------------|
| Is the service safe? | Inspected but not rated |
|----------------------|-------------------------|

Summary of findings

Overall summary

Merstone House is a care home for up to eight people with mental health conditions. Eight people lived at the home during our visit.

We found the following examples of good practice.

- When visitors arrived at Merstone House they completed a Covid - 19 Health questionnaire and their temperature was recorded to ensure their visit could take place safely in line with current guidance.
- People had been supported to maintain contact with people in their local community. This included writing letters to local people and attending social chat groups led by the NHS which aimed to help people better understand their mental health to work towards recovery and being well.
- Additional garden furniture had been purchased. That meant people could social distance to keep themselves and others safe during the pandemic.
- Staff had created and shared information about the pandemic with people in creative ways. This had supported people to manage their individual fears and levels of anxiety.
- The registered manager had been proactive and had created activities to make staff feel valued and appreciated. The senior leadership team had also implemented 'reason to smile Friday' which encouraged and shared positive news stories across the organisation.
- Staff supported people to access their community safely which had improved their well-being. For example, going shopping at quieter times of the day.
- Cleaning schedules had been increased and additional audits had been implemented to monitor cleanliness and staff compliance with the providers infection control policy.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Merstone 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 05 November 2020 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.