

Malhotra Care Homes Limited

Melton House

Inspection report

Brandling Drive
Newcastle Upon Tyne
Tyne And Wear
NE3 5PJ

Tel: 01912366600
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Date of inspection visit:
20 August 2020

Date of publication:
14 September 2020

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

Melton House is a purpose built care home with accommodation over three floors. It provides nursing and personal care for up to 67 people, some of whom have a dementia related condition.

We found the following examples of good practice:

- Systems were in place to help prevent people, staff and visitors from catching and spreading infections. We read a copy of the most recent 'residents' meeting' which stated, "The residents wanted it on record that the team at Melton House have managed the Covid-19 situation very well. They have felt as safe as they possibly could, the infection control has been exceptional, well done to all. Residents stressed that they had been kept very well informed with government guidelines and have tried to do their bit with social distancing and keeping the environment safe."
- There was sufficient personal protective equipment (PPE) such as aprons, gloves and masks. Staff were wearing this appropriately when we visited. Staff had undertaken training in putting on and taking off PPE and other Covid-19 related training. Systems were in place to help ensure the health and wellbeing of staff was supported.
- Additional cleaning was being carried out and domestic cleaning hours had been extended until 8pm to make sure the home was as clean as possible.
- Staff supported people's emotional and social wellbeing. People kept in contact with their friends and relatives via the phone and various social media outlets. Government guidance relating to visiting was followed. Specific areas outside had been identified so visiting could take place safely.
- Infection control audits and checks were carried out. The manager spoke positively about the hard work and dedication staff had shown, which had helped to minimise the impact of the pandemic on people's health and wellbeing. She told us, "I think the staff have been amazing. The staff have done the things which families would have done, they have filled the gap and morphed into whatever is needed."

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 was following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Melton 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.

This inspection took place on 20 August 2020 and was announced. 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.

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.