

Moreland House Care Home Limited

Moreland House Care Home

Inspection report

5 Manor Avenue
Hornchurch
Essex
RM11 2EB

Tel: 01708442654
Website: www.morelandcarehome.co.uk

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05 January 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 27 people using the service at the time of our inspection.

We found the following examples of good practice.

Where visiting was permitted, this was done safely. Routine visiting had been suspended at the time of our inspection, to reduce the risk of the spread of COVID-19. However, exceptions had been made for some healthcare professionals and for relatives visiting people at end of life. Reception staff checked visitors' temperatures and recorded their contact details should they need to be contacted. Staffs' temperatures were also monitored.

Signs were displayed at the entrance to the premises and throughout the building, requesting people be mindful of infection transmission, reminding people to socially distance from one another and to comply with government guidance to wear the correct personal protective equipment (PPE). The provider had ensured an ample supply of PPE for visitors and staff to use. Hand sanitiser was readily available around the building and signs were displayed to remind people to wash their hands. Instructions for putting on and taking off PPE were provided in the bathrooms where staff and visitors did this. Staff had received training on the correct use of PPE and we observed staff wearing it appropriately during our inspection.

The provider routinely tested people and staff for COVID-19. Staff had access to rapid response lateral flow tests (LFT) as well as standard Polymerase Chain Reaction (PCR) tests, to test visitors, once routine visiting resumed. The provider was in the process of having a bespoke pod built in the garden, to provide a safe environment for visiting friends and relatives. Staff supported people to communicate with relatives through video conferencing applications on portable tablets or by telephone.

New admissions to the service were supported in line with best practice guidance. Admissions were expected to provide recent COVID-19 test results, were further tested by the service following admission and isolated upon arrival to minimise risk of potential infection to existing residents.

Staff had access to face shields, for use when supporting people living with dementia. This allowed people to see staffs' faces which enhanced communication and lessened anxiety. The provider had a proven record of managing a COVID-19 outbreak in the home and had put robust procedures in place to ensure people received safe care.

The risk of infection transmission was minimised through enhanced cleaning schedules and regular infection control and prevention auditing.

The provider had made adaptations to the building to act as a designated care setting. A designated care setting provides temporary accommodation for people discharged from hospital who have a COVID-19 positive status. We were assured this service operated good infection prevention and control process.

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.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This targeted inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on Tuesday 05 January 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.