

Avery Homes (Nelson) Limited

Merlin Court Care Home

Inspection report

The Common
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03 March 2021

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Is the service well-led?

Inspected but not rated

Summary of findings

Overall summary

About the service

Merlin Court Care Home is a purpose-built residential home for up to 62 people, some of whom live with dementia. Rooms are on two floors accessed by stairs and a lift and are all ensuite. There are various communal areas including a cinema, café, hair salon, lounges and dining areas. At the time of our inspection there were 38 people living at the service.

People's experience of using this service and what we found

The provider had reported events to the Care Quality Commission (CQC) when they were legally required to. The registered manager had a good understanding of what events needed to be reported. Records of incidents demonstrated notifications had been completed promptly when needed. Incidents had been managed well, with information shared with relevant health and social care professionals. Incidents had been reviewed and action taken to minimise the risk of them happening again.

Infection prevention and control systems had been updated to reflect the COVID-19 pandemic. There were robust systems in place to ensure the home was clean. People told us they were happy with the support that staff had provided. High contact areas such as door handles had additional cleaning throughout the day.

Staff had personal protective equipment (PPE) and had been trained on how to use it safely. Staff told us they felt safe working at the service. We observed staff working in safe ways throughout our visit.

Visitors were screened before entering the building to minimise the risk of COVID-19 being brought into the home. All visiting by relatives was planned and booked in advance. The provider had built a garden visiting room with screens to keep people and relatives safe. Plans were in place to arrange indoor visits, in line with the lifting of government restrictions.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection and update

The last rating for this service was requires improvement (published 22 July 2019). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection we found improvements had been made and the provider was no longer in breach of regulations.

Why we inspected

We undertook this targeted inspection to check whether the Warning Notice we previously served in relation to Regulation 18 of the Care Quality Commission (Registration) Regulations 2009 had been met. The overall rating for the service has not changed following this targeted inspection and remains requires improvement.

CQC have introduced targeted inspections to follow up on Warning Notices or to check specific concerns.

They do not look at an entire key question, only the part of the key question we are specifically concerned about. Targeted inspections do not change the rating from the previous inspection. This is because they do not assess all areas of a key question.

We also looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to COVID-19 and other infection outbreaks effectively.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Merlin Court Care Home on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Is the service well-led?

At our last inspection we rated this key question requires improvement. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Merlin Court Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of the Warning Notice in relation to Regulation 18 of the Care Quality Commission (Registration) Regulations 2009.

As part of this inspection we looked at the infection control and prevention measures in place. This was conducted so we can understand the preparedness of the service in preventing or managing an infection outbreak, and to identify good practice we can share with other services.

Inspection team

The inspection was completed by two inspectors.

Service and service type

Merlin Court is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

We reviewed information we had received about the service since the last inspection.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We used all of this information to plan our inspection.

During the inspection

We spoke with three people who used the service about their experience of the care provided. We spoke with five members of staff including the registered manager, deputy manager, a housekeeper, a care worker and a receptionist.

We reviewed a range of records. This included incident and accident records, infection prevention and control records and audits and minutes of health and safety meetings.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

The purpose of this inspection was to check if the service had taken the action needed to improve in the key question well-led. As part of this inspection we checked infection prevention and control in the key question safe. We are checking this area for all care home inspections carried out at this time. We will assess all of the key question at the next comprehensive inspection of the service.

Preventing and controlling 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.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we have specific concerns about.

The purpose of this inspection was to check if the provider had met the requirements of the Warning Notice we previously served. We will assess all of the key question at the next comprehensive inspection of the service.

Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

At our last inspection the provider had failed to notify the Care Quality Commission of significant events. This was a breach of regulation 18 of the Care Quality Commission (Registration) Regulations 2009. Enough improvement had been made at this inspection and the provider was no longer in breach of regulation 18.

- The provider had reported events to the Care Quality Commission (CQC) when they were legally required to. This meant we were able to monitor the service to ensure appropriate action had been taken in relation to these incidents.
- Records of incidents demonstrated notifications had been completed promptly when needed. Incidents had been managed well, with information shared with relevant health and social care professionals. Incidents had been reviewed and action taken to minimise the risk of them happening again.
- The registered manager and deputy manager had a good understanding of what events needed to be reported to CQC.
- The management team regularly reviewed incident reports and daily care records to ensure notifications had been completed as necessary.