

Stow Healthcare Group Limited

Melford Court Care Home

Inspection report

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09 February 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

Melford Court Care Home provides accommodation, nursing and personal care for up to 52 older people, some of whom may be living with dementia. At the time of our inspection there were 43 people living at the service. The service is situated in the village of Long Melford on the edge of the town of Sudbury in Suffolk.

We found the following examples of good practice.

The service had comprehensive policies and procedures to manage any risks associated with the COVID-19 pandemic. This included the management of people with a COVID-19 positive diagnosis.

People living in the service and their relatives were supported to maintain contact.

The management team provided regular Zoom meeting calls to friends and relatives of people who used the service to provide information and updates, including changes in Government COVID-19 guidance. The role of an essential caregiver was supported and welcomed to ensure people's wellbeing was promoted.

There was a system of regular COVID-19 testing for both people who used the service, staff, and visitors. All visitors, including professionals were subject to a range of screening procedures, including showing evidence of vaccination and a negative lateral flow test before entry into the service to protect people from the risk of acquiring infections.

There was a plentiful supply of personal protective equipment [PPE] for staff and any visitors to use. Hand sanitiser was readily available throughout the service. Staff had received updated training in infection control and in the use of PPE. Staff were observed wearing PPE.

The service was visibly clean and hygienic. Daily cleaning schedules were in place. Daily cleaning included regular touch point areas, such as door handles and handrails.

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

Melford Court 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.

As part of CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 the 9 February 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.

Visiting in care homes

- We observed the provider was facilitating visits to the service in line with current guidance. People were supported to maintain positive links with their friends and relatives.

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 Government has announced its intention to change the legal requirement for vaccination in care homes. The service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.