

Eastgate Care Ltd

Melbourne House

Inspection report

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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

Melbourne House is registered to accommodate up to 48 people who require nursing or personal care in one building over two floors, accessed by a passenger lift. On the day of our inspection, 37 people were present at the service. People had either nursing or residential care needs and some people were living with dementia.

We found the following examples of good practice:

The home had ample supplies of personal protective equipment (PPE) and staff were observed wearing it correctly.

Staff were trained in infection prevention and control, they had supervisions and meetings to keep them up to date with the IPC guidance. Staff and people engaged in a programme of regular Covid-19 testing.

During the outbreak of COVID-19 regular visits were postponed, however visits for the essential care givers were encouraged. Alternative forms of maintaining social contact, for example phone calls were arranged for the relatives who wished to speak to their loved ones during the outbreak.

Safe admission processes were in place to reduce the risk of catching and spreading COVID-19 infection. Risks to people had been assessed which considered the impact of Covid-19. People were risk assessed regarding the testing and vaccinations, and best interest procedures were followed.

A designated lounge had been used to support people who were unable to isolate in their bedroom so they could remain safe, feel less isolated and could be supported by staff.

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

Melbourne 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.

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 7 February 2022 and was unannounced.

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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. We observed some areas of the home and some equipment, including pressure cushions and wheelchairs were not clean or hygienic. We found some cleaning schedules that were not always completed as per the provider's own policy. The registered manager addressed the shortfalls immediately following our feedback. We have also signposted the provider to resources to develop their approach.
- 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

The provider followed the government's guidance on visiting arrangements. Whilst we inspected, the home had an active COVID-19 outbreak and the provider followed the advice given by the Local Authority and Public Health England in regard to safe visiting.

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, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.