

Felixstowe Care Homes For The Elderly Limited

Merryfields

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

About the service

Merryfields is a residential care home providing personal care to 18 older people at the time of the inspection, some of these people were living with dementia. The service can support up to 20 people in one adapted building.

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

Risks were assessed relating to pressure ulcers developing or deteriorating, falls and nutrition. Systems were in place to mitigate the risks and guide staff on how risks were reduced.

The service was clean and hygienic. There were policies, procedures and risk assessments in place which provided guidance for staff in good infection control processes and how the risks associated with COVID-19 were reduced. Staff had received training in these areas, including how to don and doff personal protective equipment (PPE). Staff were following good infection prevention and control practices which helped to minimise risks to people. There was PPE available around the service for staff to use, and we observed staff were wearing PPE appropriately.

The service had developed an area in the service where people could have visitors. This was designed to mitigate any risks of cross contamination. In addition, to further reduce the risks of isolation, there was a programme of activities available to people to participate in.

Questionnaires had been provided to relatives and staff relating to how they felt the service was keeping them updated and keeping people safe.

The home was currently COVID-19 free. The registered manager and provider had considered zoning and cohorting, should this be required.

There was a routine of testing both people using the service and staff, in line with government guidance. The registered manager understood their responsibilities if any test results were positive for COVID-19. This ensured action could be taken promptly to reduce the risk of exposure of the virus.

The registered manager had a system to check that staff were not working in other care settings to reduce the risks of the spread of infection.

There were systems to reduce the risks of exposure to COVID-19 from individuals entering the service. This included the staff, who were required to wash hands, change and put on PPE. Visitors to the home had their temperature checked, wore PPE, washed hands and the completion of a questionnaire.

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

Rating at last inspection

The last rating for this service was good (published 21 April 2018).

Why we inspected

The targeted inspection was prompted in part by notification of a specific incident. Following which a person using the service sustained injury. This incident is subject to an investigation. As a result, this inspection did not examine the circumstances of the incident.

The information CQC received about the incident indicated concerns about the management of risks associated with pressure ulcers. This inspection examined those risks. We found no evidence during this inspection that other people living in the service were at risk of harm from this concern. Please see the Safe key question of this report.

We 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 coronavirus and other infection outbreaks effectively.

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.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Merryfields 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

Merryfields

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check on a specific concern we had about the systems in place to reduce the risks to people. 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 undertaken by one inspector.

Service and service type

Merryfields 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.

The service had a manager registered with the Care Quality Commission. Registered managers 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

We gave the service one-hour notice of our inspection visit. This was to check we would not be hindering any planned COVID-19 vaccinations being carried out and to ask the service for specific information regarding if there were any people using the service who had a positive test for COVID-19 and to ensure we were working within the provider's procedures for infection control and COVID-19.

What we did before the 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 reviewed information we had received about the service since the last inspection. We sought feedback from the local authority and professionals who work with the service. We used all of this information to plan our inspection.

During the inspection

We spoke with the registered manager. We reviewed a range of records, including risk assessments and procedures relating to infection control and COVID-19. We checked the service's infection control and the systems to reduce the risks of the spread of infections, including observing staff wearing personal protective equipment.

After the inspection

We looked at records including infection control and care audits and three people's care records relating to risks associated with pressure ulcers, falls and nutrition.

Is the service safe?

Our findings

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

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

Assessing risk, safety monitoring and management

- People's care records demonstrated risks associated with pressure ulcers developing and deteriorating, falls and nutrition were assessed and mitigated. Guidance was provided in care records how the risks were reduced.
- Daily care records evidenced people were provided with safe care to reduce risks, including monitoring of weight and food intake, skin viability and falls. Actions were taken where people were at risk, including referrals to health care professionals where required.
- The health and safety in the service was monitored and actions taken to address any risks and keep people safe, this included the checks and services on equipment used.

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.