

Malhotra Care Homes Limited

Melton House

Inspection report

Brandling Drive
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Tyne And Wear
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17 February 2021

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16 March 2021

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

About the service

Melton House is a purpose-built care home with accommodation over three floors. It provides nursing and personal care for up to 67 people, some of whom may be living with dementia. At the time of the inspection 35 people were resident.

The service had been identified by the Local Authority as a designated care setting. A designated care setting is intended for people who have tested positive for Covid-19 and are being admitted to a care home from hospital. The provider had designated 22 beds to support people to be able to be discharged from hospital.

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

Staff had completed safeguarding training and said they were confident to raise any concerns. Staff said they thought people were very safe and felt any concerns were appropriately acted on.

Risks were assessed and measures put in place to manage and mitigate hazards. Appropriate checks of equipment and the premises were in place.

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 9 January 2018).

The service was also assured as a designated setting (published 24 November 2020).

Why we inspected

The inspection was prompted due to notifications of concern. The incidents are being reviewed under our specific incident guidance. As a result, this inspection did not directly examine the circumstances of those incidents. The information CQC received about the incidents indicated concerns about safeguarding and the management of risk. This inspection examined those risks.

We found no evidence during this inspection that people were at risk of harm from these concerns. Please see the safe sections of this full report.

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.

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

Melton House

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

This was a targeted inspection to check whether the provider had met the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in relation to safeguarding and risk management.

Inspection team

The inspection was completed by one inspector.

Service and service type

Melton House 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 received about the service since the last inspection. We sought feedback from the local authority commissioning and safeguarding team who work with the service.

During the inspection

We spoke with two people who used the service about their experience of the care provided. We spoke with

six members of staff including care staff, a nurse assistant practitioner, a unit manager, the registered manager and the head of compliance. During feedback on the inspection we also spoke with the director of care and the nominated individual. The nominated individual is responsible for supervising the management of the service on behalf of the provider.

We viewed a range of records. This included documents relating to the assessment and management of risks for three people. We looked at safeguarding records, accident, incident and falls information. We also reviewed records relating to the safety of equipment and the premises.

After the inspection

We continued to seek clarification from the registered manager to validate evidence found. We looked at training data and information relating to premises safety.

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. This meant people were safe and protected from avoidable harm. 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.

The purpose of this inspection was to examine concerns we had about safeguarding and risk management. We will assess all of the key question at the next comprehensive inspection of the service.

Systems and processes to safeguard people from the risk of abuse

- Systems were in place to minimise the risk of abuse.
- Safeguarding concerns and incidents were logged and investigated. Information was analysed for trends and learning.
- Staff had attended safeguarding training. Staff were aware of the types of concerns that needed to be raised and knew how to appropriately share this information.
- One person said, "I feel very safe here." Staff also confirmed that they thought people were safe.

Assessing risk, safety monitoring and management

- Risks were assessed in relation to falls, nutrition, continence care, skin integrity and distressed behaviour.
- Care plans and risk management plans included information on how risks should be minimised. Some information was difficult to navigate however, the registered manager was aware and discussed plans to address this.
- Staff understood the process to manage risk. One staff member said, "We can raise anything, and we are always listened to and respected. I have no concerns about people's wellbeing."
- Systems and processes were in place to make sure equipment and the premises were safe for its intended use.