

Muscliff Medical Limited

Muscliff Nursing Home

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

Muscliff Nursing Home provides personal and nursing care to older people, some of whom are living with dementia. The home can accommodate up to 41 people. At the time of our visit there were 39 people living at the home.

We found the following examples of good practice.

Visiting arrangements were in line with current government guidance. This included professionals visiting the service showing evidence of their vaccination status. The home was fully open to all visitors who were all required to complete an LFT the day of their visit and show evidence of a negative result. Families told us communication was very good and they felt kept up to date with a weekly email or letter. One relative told us, "(Home) were incredibly careful and stuck by the rules which was important to us as it kept (relative) safe."

All areas of the home were clean and robust audits ensured that cleaning standards were maintained. Staff had been trained in safe infection, prevention and control, (IPC), procedures, including handwashing and applying PPE correctly. Records showed us that competencies were checked regularly by staff who had lead responsibility for IPC. PPE was in good supply and we observed staff wearing it correctly.

People living at the home, and staff, were participating in both the vaccination and testing programmes. Staff had been able to access one to one counselling to discuss any concerns they had about receiving a vaccination. If people had been assessed as unable to make a decision about vaccination and testing a best interest decision had been taken in line with the principles of the mental capacity act. This ensured their legal rights were being protected.

Changes to the environment, in response to the pandemic, included areas being created for both staff and visitor testing, additional quiet areas with seating for visiting, changes to dining arrangements to enable social distancing and a window visiting area with a telecom system fitted. Staff had a designated area for changing in and out of their uniforms, which were washed and ironed on the premises, reducing risks of contamination outside the home.

Staffing levels had been increased at the onset of the pandemic as part of the organisations COVID strategy. This meant that care agency staff had not been used and people were receiving care from a consistent work force that knew them well. The organisation worked collaboratively with other organisations to keep up to date with best practice and share learning.

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

Muscliff Nursing 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 8 February 2022 and was announced. We gave the service one days' 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

- Visiting arrangements were in line with government guidance. At the time of our visit the home was open to all visitors. Visitors were required to complete and demonstrate a negative LFT test taken the day of their visit.

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.