

Elizabeth Finn Homes Limited

Merlewood

Inspection report

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Callow Hill
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Surrey
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05 November 2020

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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

Merlewood is a residential care home that provides personal and nursing care for up to 53 older people with a variety of care needs including people living with dementia. At the time of our inspection there were 37 people living at the home.

We found the following examples of good practice

Staff received training in infection control and hand hygiene. A 'glow box' was installed to ensure correct hand hygiene practice was followed. To complete this training, staff would rub a gel into their hands and then wash their hands. Placing their hands under the 'glow box' would then highlight how effective their hand hygiene had been by illuminating areas where the gel had not been washed off.

Personal Protective Equipment (PPE) stations were set up outside peoples bedrooms so staff could put on and take off the PPE, to reduce the risk of infection being spread.

The registered manager wrote regular letters to people living in the home. The letters were updates on what was happening within the home to help ease any worries people may have had whilst they were in isolation.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Merlewood

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 5 November 2020 and was unannounced.

Is the service safe?

Our findings

S5. 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.