

Melrose Care Limited

# Melrose Care Home

## Inspection report

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15 February 2021

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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

Melrose Care Home provides accommodation and nursing care for up to 26 older people. They specialise in supporting people with long term health conditions and end of life care. At the time of the inspection there were 21 people in residence.

We found the following examples of good practice.

Melrose had an active and extensive activities timetable. Staff had been creative, along with the people, in thinking of ways to improve well-being and minimise isolation despite a lack of external activities and reduced visitors. This included activities linked to special occasions, for example, people learnt how to write their names in Chinese characters for Chinese New Year. The Well-being Assistant had implemented a monthly newsletter to keep people and their loved ones informed of the events in the home.

The home had installed a sealed 'pod' in a conservatory to enable visits to continue safely. This was accessed externally by visitors, without coming into the home and was sealed from floor to ceiling, with microphones to support communication.

Staff were wearing appropriate personal protective equipment (PPE) in line with government guidelines and there was plentiful supply seen around the home. Staff had also undertaken additional infection prevention and control training.

The home was clean and tidy. The housekeeping team were assigned to specific areas of the home to ensure all cleaning tasks were completed thoroughly.

Testing in the home was completed in line with government guidance. This was done by the same staff member each time, to allow people to build rapport with them and feel more at ease while the test was being completed.

The registered manager and relatives of people spoke positively about the team and how they had managed during the pandemic. One relative reported, "Staff have been absolutely fantastic throughout a difficult year". Another said, "I have nothing but praise for the amazing team. I am confident my parents are in the safest place possible during this pandemic."

## 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**

# Melrose Care 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 Care Quality Commission's (CQC) response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 15 February 2021 and was announced.

## 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.