

AJ & Co.(Devon) Ltd

# Merafield View Nursing Home

## Inspection report

Underlane  
Plympton  
Plymouth  
Devon  
PL7 1ZB

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25 February 2021

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## Ratings

Overall rating for this service

Good 

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Merafield View is a Nursing Home in Plympton in Plymouth providing personal and nursing care to 35 older people at the time of the inspection.

The service can support up to 40 people. The service accommodates people in a purpose-built building set over three floors with lift access to each floor. All bedrooms have hand washing facilities. There is an outside patio area.

We found the following examples of good practice.

Visitors were prevented from catching and spreading infection. The registered manager had recruited an additional member of staff whose responsibility was to ensure people who entered the service were screened for COVID-19 symptoms. This included, providing them with personal protective equipment (PPE) and undertaking a lateral flow device (LFD) test. The member of staff was enthusiastic, put people at ease, and took their responsibility seriously.

The registered manager followed the current testing guidance and had a recording system in place. The COVID-19 status of the service was displayed so people and staff were well informed, and could have confidence in the infection, prevention and control standards.

People were protected by shielding and social distancing guidance. Staff supported and encouraged people to keep a safe distance, and shared areas (lounges/dining rooms) had been re-designed to facilitate more space.

People who moved into the service were prevented from spreading infection, because the provider followed current guidance. Handover processes ensured staff were well informed about people who were self-isolating.

The registered manager had considered the impact on people's mental health and wellbeing, by tailoring social engagements. Innovative approaches had been taken, by a passionate activities co-ordinator to support people to continue to enjoy a fulfilled life, despite the current national restrictions. This included ensuring people remained connected with their friends and families via the use of technology.

Staff's overall wellbeing was important to the registered manager, and steps had been taken to offer support through team meetings, one to one sessions, and the creation of an area in the service whereby staff could sit quietly. Free complimentary therapy sessions were also available for staff at the service, which included indian head massage.

Staff had received training about infection, prevention and control and wore PPE correctly. The provider had increased their clinical waste collections in response to the increase in PPE disposal.

People had their temperatures taken twice a day in line with guidance, and people and staff who were in high risk categories had risk assessments in place to help reduce risks to them. There was an external clinical lead assigned to the service, who visited on a weekly basis to review people's clinical needs and offer guidance and support.

Housekeeping hours had changed, and additional staff recruited to enable cleaning routines at the service to be enhanced. For example, to ensure high touch areas, such as door handles, and light switches and the deep cleaning of people's rooms could take place.

The registered manager had a good understanding of infection, prevention and control guidance and was confident in their decision-making processes, liaised with relevant agencies, and knew how to access local support. The infection and control policy reflected practices within the service.

To assess and monitor ongoing infection and control practices within the service, the registered manager had a variety of audits. Should an outbreak occur the registered manager had a robust contingency plan in place and staff were confident about what action to take.

## 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**

# Merafield View 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 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 25 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.