

As U Care Ltd

Merwood Rest Home

Inspection report

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Blackpool
Lancashire
FY2 9AD

Tel: 01253352221

Date of inspection visit:
11 March 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

Merwood Rest Home is a residential care home and at the time of the inspection was providing personal care to 13 older people. The service can support up to 16 people.

At the time of the inspection there were strict rules in place throughout England relating to social restrictions and shielding practices. These were commonly known as the 'national lockdown - stay at home policy'. This meant the Covid-19 alert level was high and there were tighter restrictions in place affecting the whole community.

We found the following examples of good practice:

The provider and registered manager had comprehensive processes to minimise the risk to people, staff and visitors from catching and spreading infection. All authorised visitors were appropriately checked at the door of the home to make sure they were safe to enter.

There were twice weekly testing of staff and people living in the home. Hand sanitiser and personal protective equipment (PPE) were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands, regular use of hand sanitisers and appropriate social distancing.

Where appropriate, 'socially-distanced' visits had been taking place before the inspection. There was a visiting area that had been created at the front of the home so that visitors did not have to enter the home itself. The registered manager told us visiting facilities would be extended further in the coming week consistent with latest national guidance for care homes. This would allow one person, appropriately protected, to visit their loved one inside the home.

Infection control policy and people's risk assessments had been considered and revised following the pandemic so that people were protected in the event of becoming unwell or in the event of a Covid-19 outbreak in the home.

The provider insisted people were tested before admission. They also had to shield from others on admission to the home. We spoke with two people during the inspection and they told us the level of support and care was good and management and staff were strict around protective measures. We were satisfied the service, staff, people and visitors were following the rules.

People's mental wellbeing had been promoted by innovative use of social media and electronic tablets so people could contact their relatives and friends. Where required, staff supported people with this technology.

The home was clean and hygienic. The registered manager used innovative methods and technologies to

ensure all 'touchable' surfaces were consistently clean so the spread of any infection was reduced. They had researched this at the realisation of a national pandemic and sought expert guidance on implementation of these processes in a care home.

Staff also had comprehensive knowledge of infection prevention, access to good practice guidance and had attended Covid 19 specialist training hosted by the registered manager. We noted this followed best practice and the latest guidance. There were sufficient staff to provide continuity of support and ensure safeguards were in place should there be a staff shortage.

If required, staff could receive Covid 19 related supervision and had access to appropriate support to manage their wellbeing. During the inspection it was clear the registered manager had a good understanding and knowledge of the staff team.

The provider and registered manager encouraged and supported residents and staff appropriately around taking up the Covid-19 vaccines. This programme had been rolled out shortly before the inspection.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

People were Safe. We were assured the provider managed infection prevention and control at the time of the inspection.

Inspected but not rated

Merwood Rest 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 11 March 2021 and was announced.

Is the service safe?

Our findings

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing people and visitors to the home 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 any infection outbreaks could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.