

Merino Court Nursing Home Care Home Service

134 Drumfrochar Road
Greenock
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Telephone: 01475 731 122

Type of inspection:
Unannounced

Completed on:
25 August 2021

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300753

About the service

Merino Court Nursing Home was purpose-built to provide nursing care and support for 60 older people. The provider is HC-One Limited. At the time of the inspection there were 45 people living in the home.

The service is in a residential area of Greenock near local amenities including shops, bus routes and train links.

The home is set over two floors with maintained gardens and a seating area on the ground floor for residents' use.

The ground floor accommodation catered for older people whilst the first floor was dedicated to people living with dementia. Merino Court offers single rooms with ensuite sink and toilet facilities. Each floor has communal lounges, dining rooms and adapted bathrooms and shower facilities.

The aims of the service include ensuring care is non-discriminatory with residents being treated with respect regardless of age, gender, race, or religious beliefs.

This was a follow up inspection to evaluate the progress made on a requirement made at our last inspection on 28 October 2020. We also evaluated infection, prevention and control practice to ensure people were being supported during the Covid-19 pandemic.

This inspection was carried out by inspectors from the Care Inspectorate.

What people told us

The residents we met appeared to enjoy good interaction with staff and we could see that staff responded to them in a relaxed and friendly way.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

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| How good is our care and support during the COVID-19 pandemic? | 4 - Good |
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

4 - Good

7.2 Infection control practices support a safe environment for people experiencing care and staff

On arrival to the service visitors completed a questionnaire and undertook Lateral Flow Testing to assist in the early detection of Covid-19. Hand hygiene was supported by alcohol-based hand rub (ABHR) with dispensers being well positioned throughout the home.

We found a good supply of personal protective equipment (PPE) and waste bins for the safe disposal of PPE were available.

At the time of inspection, the service was Covid-19 free. Staff were undertaking regular testing which meant any asymptomatic cases of Covid-19 could be identified promptly.

Staff told us they felt confident in following the correct guidance for putting on and taking off PPE.

The home was welcoming and we could see residents appeared content, relaxed and were supported to socially distance which helped to keep them safe.

We found all communal areas of the home to be clean, fresh and well presented. We found improvements to the cleanliness in the home with cleaning schedules in place which were completed well. Regular cleaning of touch points was carried out and we saw the manager had improved quality assurance processes to ensure cleaning schedules were being adhered to.

The service had increased the number of visible clinical waste bins which made it easier for visitors and staff to dispose of used PPE. The bins had been carefully placed taking into consideration the necessities of each unit.

Laundry was well managed with the use of colour coded laundry trolleys. We saw the risk of cross contamination had been reduced by clearly identified areas for clean and dirty linen. Clean linen was transported and stored safely. The linen rooms were tidy and free from clutter which meant infection risk was reduced.

We saw staff were now using a full range of coloured coded mops and buckets. This helped to reduce the risk of cross contamination during routine cleaning tasks. Isolation rooms for new admissions were identified clearly and effective signage supported this.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 31 December 2020, the provider must ensure the first floor 'Domestic Services Room' (DSR) is made safe to ensure the area is kept clean, safe, and hygienic at all times. In order to do this, the provider must include repairs to walls, floors and the repair or replacement of sluice sink fittings. As part of ongoing improvements the provider should consider the addition of staff hand washing facilities to DSR's and sluice rooms.

This is to ensure care and support is consistent with the Health and Social Care Standards 5.17 which state 'My environment is safe and secure'.

This is to comply with The Public Services Reform (Scotland) Act 2010 (Requirements for Care Services) Order SSI 2011/210: Regulation 4(1) A provider must: (a) make proper provision for the health, welfare, and safety of service users. Regulation 10(2) Premises are not fit to be used for the provision of a care service unless they:

(b) are of sound construction and kept in a good state of repair externally and internally to be so used.

(d) Are decorated and maintained to a standard appropriate for the care service.

This requirement was made on 28 October 2020.

Action taken on previous requirement

The first floor 'Domestic Services Room' (DSR) had been fully refurbished. The wall had been renewed, there was new flooring and the sluice sink was fully functioning. Staff hand washing facilities were now available in both DSR's and in sluice rooms. We found on both units these were clean, well maintained and free from clutter which helped prevent potential infection and cross contamination. The manager checked the cleanliness of these areas as part of the quality assurance process. We were satisfied that these areas were now clean, safe and hygienic. The manager had kept us informed of progress with the repairs which had been delayed due to contractor availability during the pandemic.

Met - outwith timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

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| How good is our care and support during the COVID-19 pandemic? | 4 - Good |
| 7.2 Infection control practices support a safe environment for people experiencing care and staff | 4 - Good |

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