

Meridian Healthcare Limited

Millbrook Care Centre

Inspection report

Huddersfield Road
Millbrook
Stalybridge
Cheshire
SK15 3ET

Tel: 01613042600

Website: www.meridiancare.co.uk/millbrook

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07 April 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

Millbrook Care Centre is a large detached property which provides accommodation for up to 46 older people. The accommodation is situated over two floors with lift access. At the time of this inspection there were 26 people living in the home.

We found the following examples of good practice.

The provider was following best practice guidance in terms of ensuring visitors to the home did not spread COVID-19. Staff were adhering to personal protective equipment (PPE) guidance and practices, and there was a space for staff to change before and after their shift.

Communal areas were well spaced and people, with support from staff were encouraged to maintain social distancing. Clear plans were in place for those who were required to self-isolate, with regular one to one support from staff as part of wellbeing plans. For those people who struggled with isolation additional support was provided.

The provider had created a safe and dedicated window visiting area to allow people to see and speak to their friends and relatives. The room was well-ventilated and cleaned between visitors. Following updated Government guidance the service also had systems in place for safe visiting within the home.

Staff continued to support people to access healthcare, and arrangements were in place should people need to attend hospital safely.

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

Millbrook Care Centre

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 7 April 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.