

Ambient Support Limited

Millbank

Inspection report

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Date of inspection visit:
11 December 2020

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Millbank is registered to accommodate 36 people. There were 16 people using the service at the time of our inspection. Some of whom were living with dementia. Each person had their own bedroom and each bedroom had en-suite toilet and showering facilities. People had access to a variety of communal areas and outside spaces.

We found the following examples of good practice.

- The home was visibly clean and tidy.
- Posters and other guidance were placed around the home to remind people and visitors to wash their hands and to follow safe infection control practices.
- The registered manager was aware of all current guidance provided both locally and nationally on how to reduce the risk of the spread of the infection at the home.
- Access to the home was restricted. No new admissions to the home were currently permitted .
- Regular testing was completed of staff and people living at the home.
- Visitors were currently prohibited from entering the home; however, an assessment of how to enable visitors to see relatives had been completed. A booking system will be in place. All visitors will be expected to have a COVID-19 test 24 hours prior to the visit and then again before the visit. Two negative test results are required prior to entry to the designated area of the home. An area of the home had been assessed as the safest place for visitors to see relatives.
- Staff supported people to maintain contact with family and friends in other ways. This has included the use of technology, such as Skype as well as regular phone calls.
- Clear admissions procedure were in place for people coming from their own home, the community and hospital. A 14-day isolation period will commence for all new admissions to the home.
- Ample supplies of PPE were in place. Training on the safe 'Donning and Doffing' of this PPE had been completed by all staff.
- Clear, designated isolation areas were in place that could be closed off to the rest of the home for people who had a positive COVID-19 test. These areas have their own communal areas and kitchen.
- A designated staffing team was assigned to the isolation areas. Those staff have their own entrance and exit, which means they do not enter other parts of the home.
- Staffing hours had been increased and one to one support was provided for people living with dementia to keep them safe and reassured.
- No agency staff have been used throughout the pandemic. Employed staff have covered extra shifts where needed; this has helped to keep people safe from the risk of the spread of infection.

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?

We were assured the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Millbank

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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures.

This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 11 December 2020 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 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 had effective isolation procedures in place to keep people safe.
- 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.