

Milestones Trust

Felix House

Inspection report

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Date of inspection visit:
17 March 2021

Date of publication:
16 April 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Felix House is a care home registered to provide accommodation and personal care for up to 13 people with a mental health condition (reduced to 11 because of the way the facilities were being used). The aim of the service is not to provide long-term residential care but to assist people to regain independent living skills. At the time of this inspection 10 people were living there.

We found the following examples of good practice:

The home has supported people to see or maintain contact with relatives and friends throughout the pandemic and were now following government guidance in implementing safe in-house visiting. Window visits and telephone or video calls were arranged for people who wanted this contact. These contacts and any in-house visits had to be pre-booked. All visitors had to have a negative lateral flow COVID-19 test (LFT) before entering the home, their temperature was checked, and they were asked to wash their hands and wear a face mask. The service had plentiful supplies of PPE. People's family and friends had been informed of the visitor's policy and procedures that had to be followed.

The home had not admitted any person since the start of the pandemic. The registered manager was in the process of assessing new people for admission but only doing this via video calls. Overnight trial stays were not being organised. Any person who was admitted had to have a negative COVID-19 test result and would be isolated in their bedroom for a 14-day period. After one person had required hospital care, they returned to the home with a negative test result, were isolated and tested regularly.

Where people were going out in to the local community they were supported to follow social distancing rules, wear face coverings and encouraged with hand-washing upon return to the home. People continued to visit their GP surgery for any planned treatments but visits by health care professionals had been minimised, to just essential visits.

Peoples' health care needs continued to be met with the staff team using telephone calls and emails to share information and gain advice. Each person and all staff had already received their first dose of the COVID-19 vaccination and were waiting to be notified of the date for the second dose.

The staff team were being tested three times a week and people who lived at the home were tested every four weeks. Additional tests would be performed if anyone was unwell or presented with COVID-19 symptoms.

The registered manager was also responsible for the services provided at another care home. Their time was managed to ensure they did not move from one service to the other. The two staff teams were not shared, and this included bank workers and agency staff.

Staff maintained social distance from each other and the people they looked after as much as they were

able. When they were delivering personal care or cleaning in people's bedrooms they wore full PPE. The home had four communal areas therefore people were able to spread out from each other. All bedrooms were for single occupancy and most had their own en-suite facilities. To the rear of the property there was a courtyard and a smoking shelter. People would need to be isolated in their bedrooms if there was an outbreak of COVID-19 in the service.

The staff team were responsible for maintaining the cleanliness of all areas of the home. The home was clean and tidy and extra touch-point cleaning tasks had been added to the daily tasks lists. The registered manager and deputy monitored the staff going about their duties to check compliance with PPE and the cleanliness of all areas of the home.

Infection prevention and control (IPC) training was included as part of the provider's e-learning programme all staff completed. The registered manager said that all staff had redone their IPC training and also additional training – this included the correct procedures for putting on and taking off PPE, hand hygiene and signs and symptoms of illness training.

The provider's infection prevention and control policies had been reviewed and updated in line with all COVID-19 guidance. Infection control audits had been completed and any follow-up action was followed up and had been completed. The registered manager had regular 'keeping in touch' meetings with the senior management team and registered managers from other services. This meant they could share information and best practice. The registered manager also had regular contact with the local authority.

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

Felix House

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 was 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 prevention and control measures the provider has in place.

The inspection took place on 17th March 2021 and was announced.

Is the service safe?

Our findings

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