

Aspire Healthcare Limited

# Milldene Nursing Home

## Inspection report

34 Field Street  
Off Station Road, South Gosforth  
Newcastle upon Tyne  
NE3 1RY

Tel: 01912846999

Date of inspection visit:  
13 January 2021

Date of publication:  
03 February 2021

## Ratings

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

# Summary of findings

## Overall summary

### About the service

Milldene Nursing Home is a 'care home'. Milldene is a purpose built home providing personal and nursing care, over two floors, for up to 13 people living with enduring mental health issues.

We found the following examples of good practice:

- All visitors had to undergo a temperature check and answer a range of relevant questions before entry. There was ample PPE and handwashing facilities available. The registered manager and staff had worked additional hours during the outbreak to ensure people's needs could be met.
- The registered manager was responsive to feedback and worked well with external partners, such as public health teams and commissioning. They understood the potentially negative impact of lockdown on people's wellbeing and had taken proactive steps to limit this.
- The registered manager had repurposed areas of the home to adhere to social distancing guidance, for instance a new outdoor meeting space.

## 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**

# Milldene Nursing Home

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act.

As part of CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control 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, along with staffing.

This inspection took place on 13 January 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.
- With regard to the layout and hygiene practices of the premises, there were areas in need of refurbishment. The provider told us the pandemic had halted planned improvements and that radiators, carpets and paintwork were to be updated as soon as practicable after the outbreak. The registered manager and regional manager agreed additional cleaning rotas were required and implemented these during the inspection process.
- With regard to the provider's infection prevention and control policy, the regional manager assured us the lessons learned from the recent outbreak would be fully incorporated into future contingency planning.

We have also signposted the provider to resources to develop their approach.