

Ross Healthcare Limited

Milton Ernest Hall Care Home

Inspection report

Milton Ernest
Bedford
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11 March 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

Milton Ernest Hall Care Home is a residential care home that provides nursing care for up to 29 older people. At the time of this inspection 19 people were living at the service.

We found the following examples of good practice:

- Arrangements were in place to ensure visitors were prevented from catching and spreading infection. This included the provision of PPE (personal protective equipment), hand sanitiser and safe visiting areas, both inside and outside of the home. A dedicated visit coordinator had been employed to support a variety of visiting options including virtual, drive in and window visits. In line with government guidance the service had also resumed indoor visits for people, with one named friend or relative.
- Steps had been taken to promote social distancing and shielding for people and staff within the building. This included allocating staff to work in set areas. All bedrooms were single occupancy with their own toilet and hand basin, so people were not required to share these facilities. Communal space had been utilised to provide people with opportunities to meet up with other people living at the service in a safe way.
- Virtual tours of the home could be booked for prospective users of the service, to check out the facilities on offer and minimise the risk of infection spread through unnecessary visitors. People who moved into the home were also asked to isolate for 14 days in their room, as a precautionary measure.
- The home was clean, well ventilated and there was a safe process to manage people's laundry.
- There were good stocks of PPE and staff were observed wearing PPE in accordance with current guidance. They had received training in relation to infection control and the safe use of PPE.
- Staff and people at the home received regular COVID-19 tests in line with current government guidance. Most people, and several staff had also received their first COVID-19 vaccination.
- The provider was monitoring key aspects of infection prevention and control (IPC) to promote people's safety. The registered manager demonstrated a good awareness of current guidance relating to registered care settings, in terms of preventing a COVID-19 outbreak.

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

Milton Ernest Hall Care Home

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 COVID-19 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 11 March 2021 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 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.