

Surbiton Care Homes Limited

Milverton Nursing Home

Inspection report

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27 August 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

Milverton Nursing Home is a residential care home providing personal and nursing care for up to 30 older people, some of whom may be living with dementia. There were 25 people living there when we inspected.

We found the following examples of good practice:

- No visitors were being admitted to the home. The service had set up covered seating areas in the garden. Visitors were required to book in advance to make sure that their visits were spread out to avoid the potential risk of transmission to other visitors and to allow the staff team to clean and sanitise each visiting area between appointments. An internal conservatory area was also being prepared for visits on colder days that could be accessed directly from the garden.
- When visitors came to the home, a member of staff supported them to make sure they followed safe infection control and Personal Protective Equipment (PPE) guidance. A short written questionnaire was used to check any exposure to, or symptoms of, coronavirus. The staff member then used a forehead thermometer to check the visitor's temperature.
- The home was observed to be clean and free of malodour. Additional hours were allocated for cleaning staff and an external decontamination company had been contracted for regular visits.
- Where people were in isolation, barrier nursing procedures were implemented. Allocated staff with their own PPE and equipment supported the person using the service.
- All people being admitted to the home were tested prior to admission. People were then asked to self-isolate in their bedrooms for 14 days supported by care staff. The home was taking part in the 'whole home' testing programme. This meant that people living in the home were being tested for coronavirus on a monthly basis and staff were being tested weekly. Antibody testing for staff had also just commenced at the time of our inspection.
- The service had appropriate infection control policies and procedures in place. They had kept up to date with current government guidance and communicated changes to staff promptly.
- Individual risk assessments had been conducted on people and staff which identified any vulnerabilities in relation to coronavirus and any mitigating action that the provider needed to implement. Staff wellbeing was monitored through surveys and management supervision.

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

Milverton Nursing 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 27 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.