

Approach Community Homes Limited

Milton House

Inspection report

39-41 Spenser Road
Bedford
Bedfordshire
MK40 2BE

Tel: 01234602741

Date of inspection visit:
28 February 2022

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15 March 2022

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

Milton House is a care home service for up to 13 people living with a learning disability or autistic people. The service was supporting eight people at the time of our visit. Some people had their own ensuite facilities and there were also shared bathrooms available. The service had communal spaces such as shared lounges and kitchen facilities.

We found the following examples of good practice.

Visiting was supported with systems in place to reduce the risk of infection. This included checking the results of lateral flow tests, wearing masks and checking temperatures. For professional visitors, their COVID-19 vaccination status was also checked. Relatives told us they were happy with the visiting arrangements.

Staff were observed wearing Personal Protective Equipment (PPE) correctly, such as masks. They told us they had received training on PPE and how to prevent the spread of infection.

The service was clean and tidy and smelt fresh. Cleaning schedules were in place and staff were observed to be cleaning frequently touched areas such as door handles and light switches.

The provider had implemented policies to offer staff guidance on the government guidelines for working safely during the COVID-19 pandemic. Staff had assessed the risks of COVID-19 for people.

Where people were unable to make choices for themselves in relation to COVID-19 restrictions or vaccinations, staff had completed a mental capacity assessment and followed processes to agree what was in the person's best interest.

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 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 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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 28 February 2022 and was announced. We gave the service 48 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

How well are people protected by the prevention and control of infection?

- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. This was because there was maintenance work required in a bathroom, the utility room and on two fire doors. There was also a rusted toilet roll holder in one persons' bathroom. The provider took action immediately to make safe the fire doors and remove the rusted toilet roll holder. They have since told us they had plans to address the remaining concerns by the end of March 2022.
- 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 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.
- The provider promoted visiting in-line with current government guidance.

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

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.