

Milewood Healthcare Ltd

Redfern

Inspection report

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Date of inspection visit:
25 February 2022

Date of publication:
08 April 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Redfern is a care home that provides personal care for up to seven people with learning disabilities or autistic spectrum disorder. At the time of the inspection there were seven people living in the home.

We found the following examples of good practice.

- Systems were in place to help prevent people, staff and visitors from catching or spreading infection.
- The environment was clean. Additional cleaning was taking place, including of frequently touched surfaces. The home was well ventilated.
- Staff wore appropriate PPE and there were sufficient supplies available. The manager carried out weekly checks to ensure the service always had enough PPE for staff to access. PPE stations were in place to ensure staff had easy access. Appropriate bins were also in place to safely dispose of used PPE.
- Staff had undertaken training in putting on and taking off PPE and other COVID-19 related training such as hand hygiene and infection prevention and control.
- People were supported to keep in contact with those close to them using a range of technology and visits to the home. Some people were also supported to visit relatives and friends in their own homes.
- People and staff participated in a regular testing programme, in line with government guidance.
- Appropriate vaccination status checks were in place.

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

Redfern

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 25 February 2022 and was announced. We gave the service 24 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 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.
- Staff supported people to receive visits from their relatives in line with government guidance.