

HC-One Limited

Milliner House

Inspection report

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24 February 2022

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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

Milliner House is a care home supporting up to 40 people with personal care and accommodation. At the time of this inspection, 40 people were living at the home. The home is purpose built and is set over two floors. Most people in the home were living with mental health needs and different forms of dementia.

We found the following examples of good practice.

Staff were checking people's temperatures daily to see if people had COVID-19 symptoms. The registered manager made sure staff had daily COVID-19 tests. Staff promoted social distancing when possible and amongst themselves.

Staff wore personal protective equipment (PPE) correctly. The registered manager completed a weekly PPE stock check to ensure they had enough for the staff. The staff had received additional training on PPE and infection prevention and control (IPC). The registered manager and management team completed PPE and IPC competency checks on staff to assure themselves staff were acting in accordance with good PPE and IPC practice.

The registered manager had developed safe entry processes for professionals, suppliers and visitors. They had taken effective action when individuals did not adhere to this.

The home looked clean and there were no malodours. There was enough staff who supported people in a calm and kind way. The registered manager had created a 'user friendly' COVID-19 policy and plan for staff to follow.

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

Milliner 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 24 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.

We were informed by the registered manager there were no restrictions on visitors. We were shown examples of records showing relatives were visiting their loved ones.

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.