

Anchor Hanover Group

Millfield

Inspection report

Huddersfield Road
Waterhead
Oldham
Greater Manchester
OL4 3NN

Date of inspection visit:
25 January 2021

Date of publication:
05 February 2021

Website: www.anchor.org.uk

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Millfield is a purpose-built care home, owned by Anchor, which is England's largest not-for-profit provider of support, care and housing for older people. It is set in the Waterhead area of Oldham. The service is registered to provide care for 37 people. At the time of our inspection there were 32 people living at the home.

We found the following examples of good practice.

There was a screening procedure in place for any visitors to the home. This included a lateral flow COVID-19 test.

Information was displayed throughout the building to remind people to be careful about infection transmission, to wash their hands and to comply with government guidance around wearing PPE.

The building was clean and well-maintained. The risk of infection transmission was minimised through enhanced cleaning schedules.

Staff had received infection prevention and control training. There was an ample supply of PPE and we observed staff wearing it correctly. Hand sanitiser was readily available throughout the service.

People who used the service and staff were regularly tested for COVID-19 in line with current government guidance.

Staff helped people to stay in touch with family and friends through phone and video calls. Some 'window' visits were permitted.

The registered manager had an 'open door' management approach and was on hand to offer emotional support to staff. A counselling service was available for anyone who needed additional help.

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 was following safe infection prevention and control procedures to keep people and staff safe.

Further information is in the detailed findings below.

Inspected but not rated

Millfield

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 coronavirus 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 25 January 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.