

## Barchester Healthcare Homes Limited

# Milford House

### Inspection report

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Date of inspection visit:  
10 November 2020

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26 November 2020

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

We found the following examples of good practice:

- People were supported to have friends and family visit them safely. The home had adapted rooms to enable people to be in the same room as their visitor, either side of a clear screen. The visitor rooms were cleaned thoroughly before and after every visit.
- People were involved in regular meetings to update them about COVID-19 and the infection prevention and control measures in the home. People were supported to continue to participate in social engagement activities, in small groups and on a one-to-one basis. The communal areas of the home had been laid out to promote safe social distancing.
- People moving into the home were supported to be tested for COVID-19 and to isolate for the required period. Regular COVID-19 testing took place for people and staff. This was thoroughly monitored by the registered manager and infection control lead staff member.
- Visitors and staff were required to have their temperature taken upon entering the home. They were then directed to wash their hands and put on personal protective equipment (PPE). The PPE available included facial coverings, gloves and aprons. Visitors were provided with a gown to limit the contact between their clothing and the furnishings in the home. These had been made and donated by a local community group and were washed between uses.
- The home was clean throughout. There were thorough and well monitored cleaning schedules in place. These included cleaning all touch points throughout the home multiple times per day. For example, the lift control buttons, light switches and door handles. Staff had received additional training around COVID-19 and infection prevention and control.

Further information is in the detailed findings below.

## 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**

# Milford 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 coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes. 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.

This inspection took place on 10 November 2020 and was announced.

## Is the service safe?

### Our findings

S5□ 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.