

Milestones Trust

87 Church Road

Inspection report

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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

87 Church Road is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided.

87 Church Road could accommodate up to eight people. People who live at the home have learning and physical disabilities. At the time of our inspection 5 people were living in the home. Everyone had their own bedroom and had access to a large dining room, conservatory and lounge. People could also access a large secure garden.

We found the following examples of good practice.

- Since the onset of the pandemic, there had been no confirmed or suspected cases of people using the service having contracted COVID-19, at the time of this review. Staff were being tested weekly. Individual assessments and best interest decisions had been made about COVID testing for people who use the service.
- Staff greeted visitors at the entrance to the home and took their temperature and ensured they were wearing the correct Personal Protective Equipment (PPE). Arrangements for visiting were displayed clearly so health and social care professionals, friends and family knew what was expected of them to keep people safe. Visitors had to leave their contact details as part of a track and trace and complete a health declaration. There was a supply of masks available at the entrance to the home for visitors and a good system of meeting and escorting to an area of the home to enable hand washing to maintain people's safety.
- There were separate zoned areas for putting on and removing Personal Protective Equipment (PPE), and suitable arrangements for their disposal. There was hand sanitizer, gloves and aprons placed in four areas of the home for ease of access.
- The environment had been adapted by moving furniture to enable social distancing. Clear signage was in place reminding staff and people about how many people could safely be in each room. For example, only two people either two staff or a member of staff and a person being supported could be in the kitchen at one time to enable social distancing.
- The service used creative ways to ensure activities were still offered to people living in the service. This included accessing the community following government guidance. Each person had a detailed and individual risk assessment. Sunflower lanyards and exemption cards were used by people who were unable to wear a face mask when in the community. An activity co-ordinator was supporting people to make Halloween decorations. Daily activities were organised for people to help with their wellbeing.
- People were supported to see their families outside of the service in open spaces to reduce the risk of

infection. People were supported to observe social distancing whilst meeting with their families. Where there was a risk of people not understanding social distancing window visits had been organised.

- The provider and registered manager had ensured that staff had up to date information to keep people and staff safe. The organisation had been responsive and set up a COVID team of senior managers that supported staff and offered up to date guidance and advice including monitoring any risks to the service and ensuring there was enough PPE available. At the height of the pandemic there was daily communication from the team as guidance changed.
- All staff had received additional infection prevention and control training, and training in RESTORE2 was underway. This training provides a framework for staff to recognise the early signs of a person's health deteriorating meaning health intervention could be sought quicker.
- There were clear policies, procedures, quality assurance checks and contingency plans in place in respect of managing the pandemic and keeping people and staff safe.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Inspected but not rated

87 Church Road

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 14 October 2020 and was announced. 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.

Is the service safe?

Our findings

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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.