

Freeways

Miller Farm

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

Miller Farm is a residential service which provides accommodation and support for up to ten adults who have learning disabilities or additional complex needs. Ten people were living at the service at the time of our visit.

We found the following examples of good practice.

- There were clear measures in place to manage and reduce the spread of infection. This included clear information provided at the entrance to the building, and staff using appropriate personal protective equipment (PPE). During a recent outbreak staff also used disposable gowns, visors and overshoes, and there were good stocks of PPE consistently available. Staff had received training in infection prevention control and knew how to safely put on and take off PPE.
- Some people found communication more difficult when staff wore face masks, however tools such as a white board and using Makaton signs helped. The provider was sourcing PPE which could better meet people's communication and safety needs. Staff used terminology that people could understand when talking about coronavirus. For example, consistently referring to 'the bug'.
- People had been supported to keep in touch with their families. Staff provided support where necessary so that people could phone or video call their families. Visits at the service had recently been suspended. When visitors had been able to come to the service, they used a room which was dedicated for the purpose and thoroughly cleaned between each use. The expectations and procedures for visitors to the service were clear.
- Some people had been able to continue accessing facilities in the community. One person had been able to resume local voluntary work and other meaningful activities. This person had been supported to understand social distancing, handwashing and the safe use of PPE. They routinely used a mask, visor and gloves in the community to keep themselves and others safe.
- Another person had been supported to continue visiting the local shop because this was an important part of their daily routine.
- When one person had been unable to visit the local shop because they had to isolate, staff created a daily 'surprise box'. Staff placed items the person typically bought or liked in a specific box for them to discover and enjoy. This ensured some aspect of their valued daily routine could remain in place.
- Some people found it difficult to comply with social distancing rules, but risk assessments were in place, and actions were taken to keep people and staff safe. Some people had been unable to isolate in their rooms when necessary. Staff had changed the function of other rooms in the service to enable these people

to have dedicated spaces for their use.

- The provider was supportive of staff, and risk assessments had been completed with staff who identified as facing higher risks. Managers were positive about the commitment staff had shown throughout the pandemic. Staff were regularly tested for Covid-19 and received full pay if they had to isolate or displayed symptoms.

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 that people were protected by the prevention and control of infection.

Inspected but not rated

Miller Farm

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 coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 16th December 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 would admit 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 managed.
- We were assured that the provider's infection prevention and control policy was up to date.