

Milestones Trust

Elysian Villas

Inspection report

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11 August 2020

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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

Elysian Villas is a residential care home providing personal care to up to 12 people. Ten people were living at the service at the time of our inspection. The people who live at Elysian Villas have learning disabilities, complex needs and behaviours which can challenge. Elysian Villas are three separate houses on the same site which are able to meet as wide range of needs and abilities.

We found the following examples of good practice:

- Creative solutions had been found to help people keep in touch with friends and family. Additional hardware, for example smart displays such as Echo Show had been purchased to support people in being able to contact friends and family.
- Clear guidance was available for visitors arriving at the service. Information about requirements was sent to visitors before they came to the service. The service supplied visitors with PPE where necessary.
- Sunflower lanyards and exemption cards were used by people who are unable to wear a face mask when in the community.
- Staff understood zoning and cohorting principles, and would be able to put these into practice in the event of an outbreak.
- All staff had received additional infection prevention and control training, and training in RESTORE2 was underway.
- Staff who were not at work receive regular phone calls to check on their health and wellbeing and ensure they feel informed and up to date. When they return to work, staff have 'buddies' to support them.
- Teams continued to celebrate the positive things that happen and the wellbeing of the team is valued.
- All staff and people who are in high risk groups had individual risk assessments and adjustments had been made where necessary.
- Individual assessments and best interests decisions had been made about Covid testing for people who use the service.
- There was effective communication with a local GP practice and people had received timely treatment and support when necessary.
- Staff ensured people received personalised end of life care which met their needs. Plans were in place to develop this area of people's care further in the future.
- The service continued to learn from experience and shared learning points and improvements with all staff.

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

Inspected but not rated

Elysian Villas

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 11 August 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

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.