

Avery Homes (Nelson) Limited

Milton Court Care Home

Inspection report

Tunbridge Grove
Kents Hill
Milton Keynes
Buckinghamshire
MK7 6JD

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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

Milton Court Care Home is a residential care home, providing nursing or personal care to up to 148 people. At the time of the inspection 116 people were living at the service.

People's experience of this service and what we found.

People and staff felt that staffing levels were not always safe within the service. Formal assessment of people's needs had not been used in calculating appropriate staffing numbers.

The service was clean and tidy. Thorough cleaning took place regularly, which included touchpoint areas such as door handles.

Procedures were in place to facilitate contact between people and their families, when this was allowed.

Visitors to the service were required to undergo a temperature check, and wear correct Personal Protective Equipment (PPE) at all times.

Suitable arrangements were in place to ensure that if anyone were to move in to the service, they would do so safely. This would include a negative COVID-19 test before moving in, and isolating for a 14-day period within the service.

Staff had access to sufficient supplies of PPE including masks, gloves, aprons and hand sanitiser. The manager had been proactive in ensuring stock levels remained good for the staff. We observed staff using PPE correctly throughout the service during our inspection.

Staff followed guidelines with the donning and doffing of PPE, and had an area within the service where this could be done safely.

Regular testing was completed for staff and people living at the service. This meant prompt action could be taken should anyone test positive for COVID-19.

Regular checks and audits around infection control were completed to ensure the registered manager had oversight on the service, and could address any issues promptly if found.

Rating at the last inspection

The last rating for this service was Good (published 30 December 2017).

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. 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 practice (IPC) 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, as well as staffing levels within the service.

We have found evidence the provider needs to make improvements. Please see further detail in the Safe section of this report.

You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Milton Court Care Home on our website www.cqc.org.uk

We will continue to monitor information we receive about the service until we return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Further information is in the detailed findings below.

Inspected but not rated

Milton Court Care Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to check whether the provider had met the requirements of a specific concern we had about infection control and staffing levels inside the service. We will assess all of the key question at the next comprehensive inspection.

Inspection team

This inspection was carried out by two inspectors.

Service and service type

Milton Court Care Home 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, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before inspection

We reviewed information we had received about the service since the last inspection. We used the information the provider sent us in the provider information return. This is information providers are required to send us with key information about their service, what they do well, and improvements they plan to make. This information helps support our inspections. We used all of this information to plan our inspection.

During the inspection

We spoke with six people who used the service, nine members of staff, and the registered manager. We reviewed a range of records. This included audits and policies.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm

At the last inspection this key question was rated as Good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

The purpose of this inspection was to explore the specific concerns we had about Milton Court Care Home. We will assess all of the key question at the next comprehensive inspection of the service

Staffing and recruitment

- Prior to our inspection, there were concerns that staffing levels were low, and people's needs could not be met promptly. At this inspection, people and staff told us they felt there were not always enough staff on shift to safely support people, and rotas showed that staffing levels were not always consistent.
- People who used the service told us there were not enough staff. One person said, "No the poor staff are always busy and always rushing. It would help a lot if we had more staff. They wouldn't have to rush around so much. We need more staff. You have to wait until they can get around to you, you have to be patient." Another person said, "There is no question that we don't have enough staff. Their responses are not quick enough."
- Staff told us the service was not staffed sufficiently. One staff member said, "Staffing is not based on the dependency levels of the residents. It's all about how many beds, not people." Another staff member said, "No staffing is not good. We are always in a rush and can't help people quickly. They have to wait. We turn the bell off and go back when we can."
- On inspection, we were not shown any formal assessment of people's needs in relation to staffing numbers, to evidence specifically how many staff were required to keep people safe. The registered manager told us that weekly meetings took place to discuss staffing levels, but the dependency tools provided to the service were not being used. People did not always have an individual dependency assessment, and therefore a dependency tool to calculate required staffing was not in use. After the inspection, the provider ensured these assessments were completed and sent us evidence that people's needs had been assessed and staffing levels matched their level of need.

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.