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Millbrook House

Inspection report

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Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service well-led?	Good ●
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Summary of findings

Overall summary

We carried out an unannounced comprehensive inspection of this service in May 2017. We found the home to be rated 'Requires improvement' and we found two breaches of regulations. This was in respect of the environment as its current state made it difficult to keep hygienic to maintain standards of infection control and we found the service's existing auditing system was not robust as this had not picked up on the deficits we identified around monitoring standards of infection control and other developmental issues we discussed on inspection.

We asked the provider to take action to address these concerns. After the comprehensive inspection, the provider wrote to us to tell us what they would do to meet legal requirements in relation to the breach.

We undertook a focused inspection in October 2017 to check that they had they now met legal requirements. This report only covers our findings in relation to the specific area / breach of regulation. This report only covers two questions we normally asked of services; 'Is the service safe?' and 'Is the service Well led?'

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Millbrook House' on our website at www.cqc.org.uk.

Millbrook House is a purpose built nursing home which provides care for older people with mental health care needs. It can provide care for up to 50 people and it is located in Southport.

There was a registered manager in post. 'A registered manager is a person who has registered with the CQC to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run'.

We found the service had made improvements to the environment to promote good standards of hygiene. This included refurbishment of bathroom and toilet facilities as part of the upgrade for the service. This breach had been met.

We found the service had made improvements regarding the overall monitoring arrangements for infection control and further developments were evident in respect of providing a 'dementia friendly' environment. We also saw evidence of the current auditing system to help monitor standards. This breach had been met.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

The environment was found to be clean and there was good adherence to infection control standards by the staff.

Is the service well-led?

Good ●

The service was well led

The service had a registered manager in post.

Quality assurance systems and processes were in place. These helped to monitor standards and drive forward improvements.

Millbrook 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 to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This focused inspection took place 12 October 2017 and was unannounced. The inspection team consisted of an adult social care inspector. We checked that improvements to meet legal requirements identified after our comprehensive inspection in May 2017 had been made.

We inspected the service against two of the five questions we ask about services; 'is the service safe'? And 'is the service well led'? This was because the service was not meeting legal requirements in relation these questions.

We looked at records in respect of standards of cleanliness and quality processes and systems, including service audits. These included monitoring arrangements for the control of infection. We toured the home and viewed a number of bedrooms, bathrooms/toilets, a multisensory room, dining room and the lilac room (used for meetings and 'quiet' time).

We spoke with the registered manager, two nurses, regional manager and a representative of the provider. This was regarding improvements made since the last inspection and the future developments of the service. At the time of our inspection there were 42 people residing at Millbrook House.

Is the service safe?

Our findings

We previously inspected this home in May 2017. We found the provider to be in breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We found the environment was in need to attention which made it difficult to keep hygienic to maintain standards of infection control.

We asked the provider to take action to address these concerns. The provider submitted a provider action report which told us the improvements they had made to meet this breach.

On this inspection we checked to make sure improvements had been made. We standards for the control of infection had improved and an infection control lead was overseeing infection control practices. This breach had been met.

On entering the home on our inspection we found there were no malodours. The environment presented as clean, well maintained and bright. During the inspection we viewed a number of bathrooms and toilets. Work had been completed to refurbish a number of these facilities; this included floor to ceiling tiles, new vanity units and flooring. Bathrooms and toilets presented as very clean and were equipped with paper towel dispensers and liquid soap. We saw there were plenty of paper hand towels for staff to use and the soap dispensers were full.

Staff advised us that the cleanliness of the premises was well maintained and subject to infection control checks. Three domestic staff, a housekeeper and laundry assistant were on duty to help assure good standards of cleanliness. We were shown cleaning schedules /records for the home and these were completed each day. The registered manager told us they also completed their own infection control checks when walking round the home and that they monitored the cleaning schedules to ensure the home was kept clean. Other areas seen, for example, the multisensory room, dining room, a number of bedrooms and the lilac room (room for meetings and 'quiet' time) were also found to be clean. New furniture had been purchased for the lilac room as previously the furnishings in this room had been difficult to keep clean.

Is the service well-led?

Our findings

We previously inspected this home in May 2017. We found the provider to be in breach of Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. At this inspection we found arrangements for monitoring standards were not always robust to ensure the service was run in the best interest of people who lived there. The existing auditing system had not picked up on the deficits we identified around monitoring standards of infection control to help assure a safe and clean environment for people. We also found a lack of progress around promoting a more dementia friendly environment on the ground floor of the home.

We asked the provider to take action to address these concerns. The provider submitted a provider action report which told us the improvements they had made to meet this breach.

On this inspection we checked to make sure improvements had been made. We found audits (checks) for monitoring standards of cleanliness were in place and subject to regular review by the registered manager and at provider level. This breach had been met.

The service had a long standing registered manager in post. They told us about the auditing systems in place to help assure standards within the service. The registered manager spoke positively regarding the changes made within the environment and also how the current auditing ensured good standards of infection control. They told us that the refurbishment of a number of bathrooms/toilets had helped to improve standards of cleanliness. This was evident during the inspection.

Following the inspection an infection control audit had been undertaken and identified work completed in a timely manner to improve standards of cleanliness in the home. We were shown examples of other cleaning audits which covered areas such as, the kitchen, toilets, bathrooms and sluices. In August 2017 an internal cleaning audit recorded a score of 91.7% for cleanliness. The registered manager completed her own cleanliness checks and different areas of the home were subject to 'deep cleans' each month. Records for these checks were in date.

We saw a number of changes had taken place on the ground floor to promote a more dementia friendly environment. The multisensory room had more scatter cushions, lights and twiddle muffs. Twiddle muffs are knitted muffs which people with dementia can find comforting and therapeutic. During the inspection we saw people enjoying this room. Hand rails along the corridors had been painted in bright colours to help orientation and space within the dining room has been made into a kitchen/café area. Work to this has just been completed and will be used to assist with cognitive and sensory stimulation for people living at the home. The registered manager informed us about further proposed changes within the environment which included clearer signage.

The Care Quality Commission (CQC) had been notified of events and incidents that occurred in the home in accordance with our statutory notifications. This meant that CQC were able to monitor information and risks regarding Millbrook House.

From April 2015 it is a legal requirement for providers to display their CQC rating. 'The ratings are designed to improve transparency by providing people who use services, and the public, with a clear statement about the quality and safety of care provided'. The ratings tell the public whether a service is outstanding, good, requires improvement or inadequate. The rating from the previous inspection for Millbrook House was displayed for people to see.