

Milton Lodge Limited

Milton Lodge Retirement Home

Inspection report

288-290
Ipswich Road
Colchester
CO4 0ES

Tel: 01206841215

Date of inspection visit:
06 November 2020

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23 November 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Milton Lodge Retirement Home provides accommodation and personal care for up to 35 people, including people living with dementia. Care is provided in one adapted building across two floors.

We found the following examples of good practice.

People were supported to stay in regular contact with friends and family. The provider had built a screen which could be fitted into an external doorway in the service to enable people to receive garden visits where possible. People were supported to make personalised gifts which they sent to their relatives and maintained frequent virtual contact through video and telephone calls.

The provider had considered the effect of lockdown and isolation on people's wellbeing and had connected with volunteers from the local community to arrange distanced, outside entertainment for people living in the home. This included bringing a singer into the car park for Mother's Day and VE Day so people could enjoy listening from their bedrooms.

Wall mounted Personal Protective Equipment (PPE) stations stocked with masks, gloves and aprons were situated in a number of communal areas around the home and were easily accessible for staff.

Areas of the service which may be more frequently touched such as handles and light switches were identified with a symbol and increased cleaning was in place.

There was clear signage in the service alerting staff and visitors to relevant information about infection prevention and control. Visitors to the service were temperature checked and hand sanitiser was available on entry.

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 the service were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

Milton Lodge Retirement Home

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 the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

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.

This inspection took place on 6 November 2020 and was announced.

Is the service safe?

Our findings

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.