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Mill Lodge Residential Care Home

Inspection report

Belmont Road
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Blackburn
Lancashire
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Tel: 01254883216

Date of inspection visit:
04 February 2021

Date of publication:
23 February 2021

Ratings

| | |
|---------------------------------|-------------------------|
| Overall rating for this service | Inspected but not rated |
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| Is the service safe? | Inspected but not rated |
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Summary of findings

Overall summary

Mill Lodge Residential Care Home provides personal care and support for up to 16 people aged 65 and over, some of whom are living with dementia. The service does not provide nursing care. Mill Lodge Residential Care Home is a residential care home situated on the outskirts of Great Harwood, Lancashire. There were 14 people living in the home at the time of the inspection.

We found the following examples of good practice.

Personal protective equipment (PPE) stations and hand sanitiser were available throughout the home. There were enough stocks of PPE and management and staff were using this correctly. Staff were able to don and doff their PPE safely and had received training in the use of PPE, infection control and hand hygiene. The correct use of PPE was regularly monitored. We discussed displaying prominent signage to remind staff, visitors and people about the use of PPE, the importance of washing hands and the regular use of hand sanitisers; the registered manager agreed to address this.

There were effective processes to minimise the risk to people, staff and visitors from catching and spreading infection. These included regular testing of staff and people living in the home and testing of visitors to the home, when restrictions allowed. We noted there were no health checks on essential visitors before entering the home; the registered manager agreed to address this. We discussed ensuring staff in high risk groups and those not receiving vaccination were subject to a risk assessment; we signposted the registered manager to local agencies for assistance with this.

There were enough staff available to provide people with safe and effective care and support and to provide continuity of support should there be a staff shortage. The registered manager told us staff were valued and appreciated for their hard work and commitment.

There was a good standard of cleanliness in the home. Enhanced cleaning schedules, additional housekeeping staff and adequate ventilation were in place. We suggested using pedal bins in the home and particularly for safe disposal of PPE. The atmosphere of the home was calm, and we observed good interactions between staff and people living in the home.

Visiting was subject to government restrictions and a national lockdown was in force. In line with visiting guidance, all visits had been restricted and were only allowed in exceptional circumstances. Policies reflected this and were being further reviewed. People were supported to maintain contact with their relatives in different ways including the use of social media, window visits and telephone calls; this assisted in promoting people's emotional wellbeing. Guidance was followed to ensure people were safely admitted to the home during the pandemic.

The provider's infection prevention and control policies and procedures were up to date and audits had been carried out on a regular basis. The provider also had a business contingency plan and had developed

guidance and risk assessments in relation to the current pandemic.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Mill Lodge Residential Care 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 the Care Quality Commission's (CQC's) response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 4 February 2021 and was announced. We gave 24 hours' notice of the inspection due to restrictions in place during the COVID pandemic.

Is the service safe?

Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were assured the provider was preventing visitors from catching and spreading infections. We discussed the introduction of health screening for visitors and signage to explain what they need to do to keep safe during visiting.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using PPE effectively and safely. We discussed displaying staff guidance on donning and doffing PPE and handwashing in areas of the home.
- We were assured the provider was accessing testing for people using the service and staff. We discussed ensuring staff in high risk groups and those not receiving vaccination were risk assessed.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises. We discussed the use of pedal bins rather than open bins and the need for a more suitable PPE disposal bin at the entrance.
- We were assured the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured the provider's infection prevention and control policy was up to date.

We have also signposted the provider to resources to develop their approach.