

Anchor Hanover Group

Mill View

Inspection report

Bolton Lane
Bradford
West Yorkshire
BD2 4BN

Tel: 01274718910

Date of inspection visit:
24 February 2022

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17 March 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Mill View is registered to provide accommodation and personal care for up to 50 people, some of whom are living with dementia. The home is purpose built with accommodation over two floors. There were 34 people using the service when we inspected.

We found the following examples of good practice.

The home was clean and well ventilated. Staff wore personal protective equipment (PPE) correctly. Robust audits took place to ensure standards were maintained.

Visiting arrangements followed government guidance ensuring people kept in contact with family and friends through internal visits as well as regular emails, video and phone calls.

Systems were in place for regular testing of staff, visitors and people who used the service, in line with current guidance.

The registered manager had implemented creative initiatives to support people who used the service, relatives and staff. This included caring for the caregiver sessions, regular newsletters and resident care and support sessions.

Staff prioritised people's wellbeing involving them in planning, and participating in, a varied programme of activities and events on an individual and group basis.

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

Mill View

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 24 February 2022 and was announced. We gave the service 24 hours notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 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 were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- 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.
- The provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.