

Colleycare Limited

Milford Lodge Care Home

Inspection report

Priory End
Hitchin
Hertfordshire
SG4 9AL

Tel: 01462432524
Website: www.bmcare.co.uk

Date of inspection visit:
28 January 2021

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01 March 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

Milford Lodge is a 'care home' providing accommodation and personal care. It is registered to provide care for up to 60 people. The service was supporting 36 people at the time of the visit.

We found the following examples of good practice.

Staff were seen and heard to be engaging well with people. Staff frequently checked on people isolating in their rooms to ensure their health needs were met. Visits continued for people at their end of life.

When people tested positive for COVID-19 they isolated in their rooms for 14 days.

People and staff who were in the higher risk groups were shielded throughout the pandemic.

Staff wore appropriate personal protective equipment (PPE) when providing care, areas for donning and doffing of PPE were available along with safe disposal of PPE when worn.

Some staff were trained as champions for infection control to promote good practice among the staff team.

Staff were aware of the symptoms of COVID-19 and were trained to use specialist equipment to monitor people. Staff had received additional training with how to put on and take off PPE, infection control and COVID-19.

Staff were supported by managers and their colleagues. The registered manager worked in partnership with local health authorities to manage infections in the home. They had an established network in place and used this appropriately when needed.

The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID-19.

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

Milford Lodge 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 CQC's response to care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice 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.

This inspection took place on 28 January 2021 and was unannounced.

Is the service safe?

Our findings

S5□ 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 shielding and social distancing rules were being complied with.
- We were assured that people had been admitted into the service safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the layout of premises, use of space and hygiene practice promoted safety.
- We were assured that staff training, working practices and staff deployment helped to minimise the transmission of the infection and manage a recent outbreak.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was using PPE effectively and safely and had sufficient stocks. However, we noted that individual supplies of PPE stored outside people's rooms were not always restocked. We also noted that people who were isolating in their rooms following a positive test result had their door open but a risk assessment was not in place to minimise the spread of infection.