

Milestones Trust

58 Crantock Drive

Inspection report

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Date of inspection visit:
15 February 2022

Date of publication:
02 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

58 Crantock Drive is a care home providing personal care and accommodation to six people at the time of the inspection. The people receiving support may have a learning disability or autism. The service can support up to eight people.

We found the following examples of good practice.

Measures were in place to manage and reduce the spread of infection on arrival at the service. Visitors had their temperature taken, confirmed they were well and showed evidence of a negative lateral flow test. Professionals visiting gave evidence of their vaccination status. There were signs to prompt staff and visitors about hand hygiene and social distancing, and personal protective equipment (PPE) was available.

Regular communication and updates were shared with friends and family to ensure they were clear about the procedures for visiting and any changes to these.

Some family members were essential care givers. These individuals follow the same guidance as staff with regard to testing and the use of PPE. They were able to visit more to offer companionship or help with care needs.

The service was clean, and tasks were recorded and checked. Regular hygiene and infection prevention and control checks were carried out. A formal audit was being carried out on the day of our inspection and the initial findings were positive. Such monitoring helped to maintain standards and reduce the potential spread of infection.

Social distancing could not always be maintained because of the needs of the people who lived at the service. Staff had received recent training in infection prevention and control measures and used PPE effectively.

Staff knew people well and were able to respond to people's needs swiftly. During an outbreak of covid 19 at the service, staff adapted the environment safely and creatively to meet people's individual needs and help them cope with self-isolation.

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

We were assured that people were protected by the prevention and control of infection.

58 Crantock Drive

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 15th 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 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.
- The provider was supporting people to receive visitors in line with government guidance. This provided consistency and supported people's emotional wellbeing. Essential care givers were able to visit individuals more often to provide additional care and support. They met the requirements of this role.

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.