

Milestones Trust

Byways

Inspection report

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11 November 2020

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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

Byways is a residential care home providing personal care for 8 people. People who live at the home have learning and physical disabilities. There were 6 people accommodated at the time of the inspection. People in care homes receive accommodation and personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided.

We found the following examples of good practice.

- Since the onset of the pandemic, there had been no confirmed or suspected cases of people using the service having contracted COVID-19, at the time of this inspection. Staff were being tested weekly and people they supported were being tested every 28 days. This was in line with the government guidance. Individual risk assessments and best interest decisions had been made about COVID testing for people who use the service.
- Staff greeted visitors and took their temperature when they arrived at the home. Checks ensured they were in good health and they were wearing the correct Personal Protective Equipment (PPE). Arrangements for visiting were displayed clearly so health and social care professionals, friends and family knew what was expected of them to keep people safe. Visitors had to leave their contact details as part of a track and trace system.
- The environment had been adapted by moving furniture to enable social distancing. Since the pandemic a ground floor bedroom had been made into a lounge giving people more communal space enabling them to social distance. Clear guidance was in place reminding staff and people about how many people could safely be in each area of the home. For example, when eating meals people were supported to sit in one of the three lounges with people seated either end of the table to enable social distancing. The service had also put in self flushing toilets to reduce the spread of infection. Enhanced cleaning was taking place.
- When people were admitted to the home or had a period of stay in hospital, risk assessments were completed, and people were isolated for 14 days. People were able to do this safely in their bedrooms. When a new person moved to the service a vacant room, which was near their bedroom had been turned into a lounge so they could have more space, which meant they did not feel so restricted.
- The provider, registered manager and the service co-ordinator had ensured that staff had up to date information to keep people and staff safe. At the height of the pandemic there was daily communication. The provider had also ensured staff had access to other agencies that could support with mental wellbeing including counselling support.
- Staff had received additional infection prevention and control training, and training in RESTORE2. This training provides a framework for staff to recognise the early signs of a person's health deteriorating meaning health intervention could be sought quicker. This was viewed positively by staff when liaising with health professionals enabling people to get the support they needed at critical times.

- There were clear policies, procedures, quality assurance checks and contingency plans in place in respect of managing the pandemic and keeping people and staff safe.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

Inspected but not rated

Byways

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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. 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.

This inspection took place on 11 November 2020 and was announced. 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.

Is the service safe?

Our findings

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 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 could be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.