

Milestones Trust

The Recovery Hub

Inspection report

33A Hampstead Road
Bristol
Avon
BS4 3HL

Tel: 01179077219
Website: www.milestonetrust.org.uk

Date of inspection visit:
23 November 2020

Date of publication:
21 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Recovery Hub is registered to provide personal care and accommodation for up to nine people. People who live at the home have profound and multiple disabilities.

At the time of our inspection eight people were being supported at the service.

We found the following examples of good practice.

- Staff worked closely with people at the service to educate and support them to understand risks from the Covid 19 virus. It was reported by staff that people had a good understanding of the actions they needed to follow to stay safe.
- The service supported one person to safely receive visits from a member of their family. Visitors could stay in touch with family members and friends on video calls via the services wireless network. This was to reduce risk of isolation.
- People were well supported to stay safe and to go to the community when they wanted to.
- Staff had been trained and were regularly updated during the pandemic. This had helped the team know how to support people and others to stay safe.
- The provider had taken a proactive forward planning approach just before the pandemic began. This had meant there had been a full supply of Personal Protective Equipment (PPE).
- Audits and checks were undertaken as well to monitor quality and safety.

Further information is in the detailed findings below.

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

Inspected but not rated

The Recovery Hub

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 23 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

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

- We were assured that the provider was ensuring PPE was used properly and safely.
- We were assured the provider was promoting and enhancing safe practices in the service. This was observed in how the environment was set out, as well as by hygiene practices in the premises. For example, prominent signage and guidance for all to follow. This was to make sure people knew how to wash their hands safely and how to maintain safety in other ways for example by social distancing.
- We were assured the provider was taking the necessary actions to minimise the risk to visitors of catching and spreading infections. This was through guidance and up to date policies being in place.
- We were assured that the provider was frequently undertaking testing for people at the home and staff. Everyone in the home was tested for Covid 19 on a regular basis. People and staff were well supported through this process.
- We were assured the provider and team understood and were meeting the legally required shielding and social distancing rules.
- We were assured the provider that admissions were managed in a way that helped ensure they only admitted people safely to the service.
- We were assured the provider was making sure infection outbreaks could be swiftly prevented and properly managed.
- We were assured the provider's infection prevention and control policy contained current guidance and was up to date. We also saw how staff followed the policy and were applying it in the service in their day to day roles.