

Milestones Trust

Flaxpits House

Inspection report

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Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

Summary of findings

Overall summary

Flaxpits House is a residential service which provides accommodation and support for up to ten adults who have complex learning, physical and emotional needs. People who live at the service are usually aged between 18 and 40. Nine people were living at the service at the time of our inspection.

We found the following examples of good practice.

- People had been supported to keep in touch with families. This had included visits in the car park of the service, and in open spaces in the community. Risk assessments were completed, and when staff supported people to meet family members in the community, they took PPE supplies to ensure the family had sufficient and appropriate protection.
- The provider had booked a local venue for exclusive use to enable indoor socially distanced visits to take place. Visits had recently been suspended, but people were supported to have regular phone and video contact. The provider ensured families were kept up to date with phone and video calls, newsletters and meetings.
- Plans were in place to hold popular annual Christmas events on live video calls. This would let families see their loved ones and join in with activities and events.
- Staff wore appropriate personal protective equipment (PPE). Good stocks of PPE were available and additional equipment, including disposable gowns and visors, had been received. Staff were trained in infection prevention and control principles and the safe use of PPE.
- It was difficult for some people to comply with social distancing rules, but individual risk assessments were completed, and actions taken to keep people and staff safe. Some people had been unable to isolate in their rooms when necessary. Staff changed the function of other rooms in the service to enable these people to have dedicated spaces for their use.
- When one person was admitted to the service, time was spent planning and preparing for their arrival. Twice weekly video calls were held to ensure they were familiar with the building, their room and staff. They were able to choose the colours for their bedroom and this was decorated before they arrived. The person's parents were able to visit and see the person's bedroom through the window.

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

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

Flaxpits House

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 03 December 2020 and was announced.

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 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.