

# Pilgrims' Friend Society Milward House

## Inspection report

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02 March 2021

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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

Milward House Residential Care Home is a care home without nursing which is registered to provide a service for up to 28 people aged 65 and over with a strong Christian Faith and who require assistance with personal care. At the time of the inspection 23 people were living at the home. People living at the home had a variety of care and support needs, such as dementia and physical disabilities. The service is provided from an adapted residence over three floors offering single occupancy rooms.

We found the following examples of good practice.

People were well supported by staff to have telephone and internet contact with their family and friends. The service facilitated in person visits in a manner which minimised the risk of infection spread, including outside visits, and visits using patio doors in ground floor rooms.

The service had good supplies of personal protective equipment (PPE) that were readily available at stations throughout the service.

Visitors were asked screening questions and to wash their hands with soap and water when they arrived.

Staff had received training on how to keep people safe during the COVID-19 pandemic and staff and residents were regularly tested for COVID-19. The building was clean and free from clutter.

Staff ensured people's welfare had been maintained and they had sufficient stimulation, such as activities.

## 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**

# Milward House

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

As part of CQC's response to the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 02 March 2021 and was announced.

# Is the service safe?

## Our findings

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

- We were assured that the provider was using personal protective equipment 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 meeting shielding and social distancing rules.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was admitting people safely to the service.

We have also signposted the provider to develop their approach. Whilst we were assured in the areas highlighted above we found that there was not a clearly recorded approach to isolating residents should they become symptomatic or test positive. The manager assured us this would be addressed through a risk assessment around anticipated risks of asking residents with dementia to isolate in their rooms, in the event of an outbreak, in line with government guidance.