

## COVID-19 Emergency Support Framework

# Engagement and support call Summary Record

G Hudson & S Dobb

Location / Core Service address	Date
Milford House Care Home Derby Road Milford Belper DE56 0QW	20/07/2020

Dear G Hudson & S Dobb

The Care Quality Commission is not routinely inspecting services during the COVID-19 pandemic. We are maintaining contact with providers through existing monitoring arrangements and engagement and support calls covering four assessment areas:

- Safe Care and Treatment
- Staffing arrangements
- Protection from Abuse
- Assurance Processes, Monitoring and Risk Management

This Summary Record outlines what we found during the engagement and support call shown above, using standard sentences and an overall summary.

We have assessed that you are managing the impact of the COVID-19 pandemic at the above service. The overall summary includes information about the internal and external stresses you are currently experiencing, how they are being managed, and sources of support that are available.

Emergency Support Framework calls and other monitoring activity are not inspections. Summary Records are not inspection reports. Summary Records are not published on our website.

## Assessment Area 1

### Safe care and treatment

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**1.1 Are infection risks to people using the service being thoroughly assessed and managed?**

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**Yes** Infection risks to people using the service are being thoroughly assessed and managed.

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**1.2 Does the service have the resources to obtain, and reliable access to, all the supplies, personal protective equipment and C-19 testing it needs, for both staff and people who use the service?**

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**Yes** The service has reliable access to the right personal protective equipment and C-19 testing for both staff and people who use the service.

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**1.3 Does the location's environment and layout support preventing and containing transmission of infection?**

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**Yes** The location's environment supports the preventing and containing the transmission of infection.

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**1.4 Are working arrangements and procedures clear and accessible to staff, people who use the service, their supporters, and visitors to the service?**

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**Yes** Working arrangements and procedures are clear and accessible to staff, people who use the service, their supporters, and visitors to the service.

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**1.5 Are medicines being managed safely and effectively?**

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**Yes** Medicines are being managed safely and effectively.

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**1.6 Are risks to the health of people using the service being properly assessed, monitored and managed?**

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**Yes** Risks to the health of people using the service are being properly assessed, monitored and managed.

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## Assessment Area 2

### Staffing arrangements

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**2.1 Are there sufficient numbers of suitable staff to provide safe care and treatment in a dignified and respectful way?**

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**Yes**            There were enough suitable staff to provide people with safe care in a respectful and dignified way.

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**2.2 Are there realistic and workable plans for managing staffing levels if the pandemic or other causes lead to shortfalls and emergencies?**

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**Yes**            There were realistic and workable plans for managing any staffing shortfalls and emergencies.

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## Assessment Area 3

### Protection from abuse

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**3.1 Are people using the service being protected from abuse, neglect, discrimination and loss of their human rights?**

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**Yes**            People were being protected from abuse, neglect, discrimination, and loss of their human rights.

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**3.2 Are the service's safeguarding and other policies and practice, together with local systems, properly managing any concerns about abuse and protecting people's human rights?**

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**Yes**            Safeguarding and other policies and practice, together with local systems, are properly managing any concerns about abuse and protecting people's human rights.

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## Assessment Area 4

### Assurance processes, monitoring and risk management

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**4.1 Is the provider monitoring and protecting the health, safety and wellbeing of staff?**

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**Yes**            The provider is monitoring and protecting the health, safety and wellbeing of staff.

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**4.2 Does the provider have effective systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise?**

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**Yes**            The provider's systems and methods for monitoring the overall quality of the service and for responding to business risks and issues as they arise are effective.

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**4.3 Is the provider supporting staff and people who use the service to raise any concerns and give feedback?**

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**Yes**            Staff are supported to raise concerns and give feedback about the service.

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**4.4 Is care and treatment provided to people being properly recorded?**

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**Yes**            Care and treatment provided to people is being properly recorded.

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**4.5 Is the provider able to work effectively with system partners when care and treatment is being commissioned, shared or transferred?**

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**Yes**            The provider is able to work effectively with system partners when care and treatment is being commissioned, shared or transferred.

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### Overall summary

From our discussion and other information about this location, we assess that you are managing the impact of the COVID-19 pandemic.

Care and Treatment of COVID-19  
Risk assessments had been completed for people to determine how to provide safe

care and the level of PPE that needed to be used. Where appropriate, staff worked in designated areas of the home to reduce the risk to people. Where people were admitted to the home, there was a period of isolation for 14 days.

#### Testing for COVID-19

People who used the service had been tested using the kits sent to the home. All people and staff had been tested for COVID-19 and arrangements were in place to complete these on a monthly and weekly basis. The service had not had any recent positive results from these tests. There had been no recent deaths due to COVID-19; where people had died of COVID-19, the registered manager had made notifications to us.

#### Infection control practices

Staff had received training to support the use of PPE. Current guidance was being followed and there were designated areas for donning and doffing PPE.

#### Staffing

Staffing had remained constant and where agency staff were used, they worked solely for the provider and received training to ensure they understood how to provide care and keep people safe. Contingency plans were in place if staff needed to self-isolate or became unwell.

#### Improving and delivering care

Quality assurances systems continued to be completed and the provider supported the registered manager. Activities were organised and internet services supported keeping in touch with relatives. People could receive visitors in the garden or reception area and they wore masks. Risk assessments had been completed to ensure people and family understood the need to keep safe and maintain social distancing.

#### Working in partnership

Good relationships had been maintained with health care professionals. Staff had taken on additional responsibilities in liaison with community nursing team and regular virtual meetings were held to ensure suitable communication.