

15 steps to our infection policy

01

Comprehensive infection control policy shared with all staff

This policy is devised by the COVID-19 leads and is regularly updated with the information provided by the UK Government and World Health Organisation.

02

Senior Manager and Registered Manager are COVID-19 leads for the group

Two dedicated members of the Milford Care management team are constantly up-to-date with any COVID-19 updates and provide 'outside the box' measures for residents and staff.

03

Handwashing, handwashing and more handwashing!

Staff and residents are encouraged to keep washing their hands for 20 seconds + to prevent the spread of COVID-19. We also provide additional ZOONO hand sanitiser which lasts 24 hours on the skin.

04

Robust cleaning and infection control processes

Our staff are following universal barrier cleaning procedures as recommended by the infection prevention control teams.

05

We are continually building our reserve stocks of PPE

Staff wear facemasks at all times to protect the residents along with other appropriate PPE. Milford Care has a reserve of PPE in case there is an outbreak or a second wave.

06

Staff only work in their own care home

Occasionally staff members work across our six homes should we need assistance. During the pandemic we have put a stop to this to prevent further infection risk.

07

Agency workers only work with Milford Care

Where needed, we have dedicated agency workers only working in our allocated homes to prevent the spread of infection.

08

Resident and staff temperatures taken everyday

Before a staff member begins their shift, we assess whether they are well enough to work. If the staff member is ill, we can react quickly and send them home to self-isolate.

09

All homes are treated with ZOONO

Milford Care have invested in a programme which provides a microbe sanitising shield that is applied to all surfaces. The substance has been imported from New Zealand and can last up to 30 days on surfaces. It instantly kills viruses and bacteria in order to keep our residents and staff as safe as possible.

10

All laundry is washed with Panaz

All bedding, laundry and staff uniforms are washed onsite using Panaz. Panaz is a shield which kills any unwanted viruses and bacteria and ensures our residents and staff are kept safe as a result.

11

Staff change into indoor shoes before entering the home

All our staff change into their work shoes as they enter the home. This to ensure any infection remains outside of the home.

12

Weekly staff and resident testing

All staff in the health and social care sector are expected to be tested weekly. At Milford Care all staff are tested alongside agency and regular contract workers (electricians, plumbers etc). All residents are also tested monthly.

13

Advanced air purifiers in every bedroom

At the beginning of lockdown, Milford Care further invested in Airsteril units to destroy any bacteria and airborne viruses before they have a chance to multiply. This is proving effective in all of our homes.

14

Any residents who visit hospital are cared for in their rooms for 14 days

Whilst we appreciate 14 days seems a long time for a resident to be cared for in their room, we do this to protect the person, other residents and staff to reduce any transmission risk. Staff regularly visit the resident and are always on hand to help visit the garden, play bingo or even just having a good natter!

15

Staff infection control enhanced with outbreak management and PPE training

The staff have had refresher training to help with the fight of COVID-19. This training makes sure every staff member is competent and up to date with all policies.