

Hilldales Residential Care Home Ltd

Hilldales Residential Care Home

Inspection report

10-13 Oxford Park
Ilfracombe
Devon
EX34 9JS

Tel: 01271865893

Date of inspection visit:
09 March 2021

Date of publication:
31 August 2022

Ratings

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

Overall summary

Hilldales Residential Care Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided. The home provides accommodation and personal care for up to 56 adults who have needs arising from alcohol problems or mental health issues. Some people are also living with a physical disability. At this inspection 37 people were living at the home when we visited.

We found the following examples of good practice.

Staff were following current infection prevention and control guidance to help people to stay safe. There were suitable risk assessments and an up to date infection control policy and procedure in place. The registered manager ensured staff understood why every measure was in place.

Personal Protective Equipment (PPE) was readily available around the building. We saw there was a good supply of PPE for staff to use. Staff were observed to be wearing PPE appropriately and disposed of it in clinical waste bins. Whole home testing was undertaken, with frequency of testing people and staff in line with current guidance.

Staff had completed training to ensure staff knew how to keep people safe during the Covid-19 pandemic. Staff had also been supported by outside health professionals to ensure safe infection prevention and control measures were in place.

Infection prevention and control audits were carried out to ensure the premises was meeting infection control measures. A cleaning schedule for all areas of the home was in place and implemented to ensure the whole home was effectively cleaned on a regular basis.

Staff supported people to occupy themselves whilst maintaining their safety. Staff helped people to stay in touch with their friends and family. Alternative forms of maintaining social contact were used for friends and relatives; for example: keeping in touch using video calls.

Facilities were in place to wash hands or use hand sanitiser on entering and leaving the home. Visitors were supported to wear a face covering when visiting, and wash hands before/after mask use. All visitors were screened for symptoms of acute respiratory infection before being allowed to enter the home and other signs of Covid-19. There was prominent signage and instructions to explain what people should do to ensure safety. Information was easily accessible on arrival or before visits to ensure visitors followed guidance, procedures or protocols to ensure compliance with infection prevention control.

The registered manager communicated with people, staff and health and social care professionals regularly to make sure everyone had an understanding of precautions being taken, and how to keep people safe.

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

Hilldales Residential Care Home

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 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 9 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 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.