

Bupa Care Homes (AKW) Limited

# Hill House Care Home

## Inspection report

Elstree Hill South  
Elstree  
Hertfordshire  
WD6 3DE

Tel: 02082360036

Date of inspection visit:  
30 March 2021

Date of publication:  
14 April 2021

## Ratings

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

# Summary of findings

## Overall summary

Hill House Care Home accommodates up to 75 older people, some of whom are living with dementia in a two-storey building. There were 65 people living at the service during this inspection.

Visitors entered the service into the reception area where they were provided with guidance, had their temperature checked, completed a health screening questionnaire and then undertook a rapid COVID -19 test. They were then provided with personal protective equipment (PPE). This was in line with government guidance

People had a designated person who was able to visit them in their room, a visitor's pod was available for other family members. A booking system was in place.

The service was clean and there was cleaning in progress throughout our visit.

When people tested positive for COVID-19, returned from hospital or those new to the service, they were supported to isolate for 14 days.

Staff had received training in, putting on and taking off personal protective equipment (PPE), infection control and COVID-19.

The provider had developed policies, procedures and risks assessments for managing the service in relation to COVID-19.

## 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**

# Hill House 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 COVID-19 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 announced inspection took place on 30 March 2021. We also asked the provider to send us infection prevention and control policies and audit findings

# 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's infection prevention and control policy was up to date.
- We were assured that the provider was accessing testing for people using the service and staff.
- 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 promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider was using PPE effectively and safely.