

Fox Covert Limited

Hillcrest Residential Care Home

Inspection report

Hillcrest
Manley Road
Frodsham
Cheshire
WA6 6ES

Tel: 01928733615

Website: www.hillcrestcarehome.com

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03 February 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

Hillcrest Residential Care Home is registered to provide personal and nursing care to older people and specialises in supporting people living with dementia. The service accommodates up to 32 people. At the time of our inspection there were 22 people using the service, many of whom were living with dementia.

We found the following examples of good practice.

- Comments from people included; "The staff are all lovely and caring. They wear masks at all times and wear gloves and aprons as well when helping with my personal care", "I have been supported to have regular contact with my family as they do not live locally and cannot visit" and "I have had regular COVID-19 testing and feel very lucky to have had the vaccine."
- Relatives spoke positively about the home and their comments included; "They were very responsive to [Names] needs when they became unwell", "Communication has been very good and I feel the manager is open and honest as well as being approachable" and "Staff are kind, caring, loyal and dedicated which I really appreciate."
- Relatives told us they had previously participated in garden visits and inside visits with screens in place. They said these were pre booked and well managed.
- All visitors were asked to complete a health screening form, have their temperature checked and were provided with face masks to wear throughout their visit. Full personal protective equipment (PPE) was available for all visitors along with access to handwashing facilities and hand sanitiser.
- The service had increased the cleaning schedules and routines to reduce the risks of cross infection. The environment was very clean and hygienic.
- We observed staff to be wearing the correct personal protective equipment (PPE) throughout the inspection.
- People and staff were taking part in regular COVID-19 testing.
- People had individual risk assessments in place that reflected their specific needs in relation to COVID-19.
- Staff had all received training to meet the requirements of their role and for the management of COVID-19.

Further information is in the detailed findings below.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Inspected but not rated.

Hillcrest 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 3 February 2021 and was announced.

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 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.