

Hillcrest Manor Limited

# Hillcrest Manor Nursing Home

## Inspection report

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28 October 2020

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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

### About the service

Hillcrest Nursing Home is a care home providing personal and nursing care to a maximum of 42 people over the age of 65 some of whom were living with dementia. At the time of our visit 39 people lived at the home.

We were assured of the provider's safe management of infection control. However, we found the home was unable to meet the essential conditions to accommodate the Winter Discharge Designation Settings scheme. This was because the area identified was not a self-contained area of the home and the provider would need to recruit additional staff to ensure people supported in this area had a designated staff team.

We found the following examples of good practice.

- Staff used alternate methods of communication, such as picture cards and communication books, where people had difficulty understanding staff due to them wearing masks.
- National guidance was followed on the use of personal protective equipment (PPE). There was clear signage on the correct use of PPE and handwashing techniques. Staff had received appropriate infection control and prevention training.
- On arrival at the home visitors completed a COVID-19 health screening questionnaire. Their temperature was recorded and they were provided with personal protective equipment (PPE) including disposable gloves, aprons and masks to protect people from risk of infection. Local restrictions on visiting were in place at the time of the inspection and alternative measures such as video calls were being used.
- The environment was clean and additional cleaning was taking place including frequently touched surfaces such as door handles and light switches.
- Staff had been consulted with about their specific risks or concerns in relation to COVID-19 and supported back to work safely.
- Staff who were self-isolating received their full pay from the provider.

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?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

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## **Detailed findings**

### Background to this inspection

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 28 October 2020 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.