

Baselink Care Limited

Hillsdon Nursing Home

Inspection report

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10 February 2022

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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

Hillsdon Nursing Home is care home with nursing for up to 21 people. There were 17 people living there at the time of our inspection.

We found the following examples of good practice.

Rooms around the home looked and smelt clean and hygienic. People who used the service told us the home was kept clean. One person told us, "They're always hoovering."

Washing at very high temperatures as per infection control guidance for bedding and towels, use of alginate bags for foul linen.

When welcoming family and professional visitors and contractors, the service measured their oxygen level as well as doing the usual symptom questionnaire, lateral flow tests and temperature checks. This is easily done through a gadget that fits on a person's fingertip. A low oxygen level can be an indicator of a respiratory infection such as COVID-19.

Although there was no longer a requirement for people to isolate following a visit out of the home, the service would take their temperature on return and their oxygen level would be monitored for 48 hours.

As a result of local authority and NHS commissioning arrangements, people were all admitted to the service from hospital, where they had the necessary testing for coronavirus.

Personal protective equipment (PPE), such as disposable gloves, masks and aprons, and hand sanitiser was readily available outside people's rooms. Each room had a clinical waste disposal facility just inside the door, so staff could remove PPE and cleanse their hands on leaving the room.

A person who used the service told us staff always wore PPE when providing care. The person said they were used to seeing just half of staff faces.

New double glazing had been installed to allow for good ventilation without having to open large windows above ground floor level, which could be unsafe.

The service had acquired a tablet computer to enable people to keep in touch with their friends and family, if physical visiting was not practical or possible. Staff also supported people to keep in touch by phone or letter if they preferred.

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

Hillsdon Nursing 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 how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 10 February 2022 and was announced. We gave the service a day's notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 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.
- Arrangements for visiting followed government guidance and were as flexible as possible within this. Visitors were welcomed on arrival at the building, undertook a lateral flow test, were asked about any symptoms of COVID-19, and had their oxygen levels and temperature checked. They were only allowed in with a negative lateral flow result.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.
- We were somewhat assured the provider was promoting safety through the layout and hygiene practices of the premises. Whilst the premises looked and smelt clean, there were some areas of chipped varnish on handrails and areas of spoilt paintwork on walls. This could make it difficult to clean away viruses and bacteria. We saw a set of cracked padded bed rail bumpers, which the registered manager said she would have replaced. High touch point areas, such as light switches, were cleaned, but the process for ensuring this was done were informal. We have signposted the provider to resources to develop their approach.