

Sirtin Limited

# Hillcrest Care Home

## Inspection report

Byng Road  
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18 December 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

Hillcrest is a care home providing accommodation for nursing and residential care for up to 31 people, some of whom are living with dementia. At the time of this inspection there were 29 people living at the home. People had access to a range of communal areas. The home is built over three floors.

We found the following examples of good practice.

- Staff supported people's social and emotional wellbeing exceptionally well. The service had used different methods including information technology to assist communication. The provider and staff kept family members up to date about the latest guidance and their relative's health via regular telephone calls, letters and other technology including video calls. Also using a large viewing screen for people who were unable to use handheld tablets.
- All staff and essential visitors had to wear appropriate personal protective equipment (PPE), complete NHS Track and Trace information and had their temperature checked prior to entering the home.
- The home had ample supplies of appropriate PPE which was stored hygienically and kept safe. Staff were provided with separate areas to put on and take off and dispose PPE safely.
- The registered manager explained the quality systems they had in place to check the service was providing safe care. There was a robust communication system on place to ensure staff received consistent updates in relation to infection control policy and practice.
- Social distancing practices were in use at the home where people used communal areas they were able to share these spaces safely.
- Additional cleaning of all areas and frequent touch surfaces was in place and being carried out and recorded by housekeeping staff. Additional deep cleaning was also carried out where required.
- All staff, including catering and housekeeping staff had undertaken training in infection prevention and control. This included putting on and taking off PPE, hand hygiene and other Covid-19 related training. Additional competency checks regarding safe use of PPE was also carried out by the registered manager.

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 that this service met good infection prevention and control guidelines.

**Inspected but not rated**

# Hillcrest 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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

We looked at infection prevention and control measures under the Safe key question. We look at this in all care home inspections even if no concerns or risks have been identified. This is to provide assurance that the service can respond to coronavirus and other infection outbreaks effectively.

This inspection took place on 18 December 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.