

# Hillsborough Residential Home Limited

# Hillsborough Residential Home

## Inspection report

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10 February 2021

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## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Hillsborough Residential Home ("Hillsborough") is a 'care home' that accommodates up to 22 people with care and support needs. People living at the service were older people, some of whom were living with dementia or poor health. At the time of our inspection 13 people were living at the service.

We found the following examples of good practice.

There had been an outbreak of Covid-19 at the service. During this time the manager had communicated with people, staff and families regularly to ensure everyone understood the measures put in place to help keep people safe.

All areas of the service were clean and clutter free. Effective cleaning routines had been put in place to ensure infection control risks were minimised and people were kept safe. High contact areas were cleaned regularly throughout each shift and cleaning procedures had been reviewed and updated.

Staff put on and took off their uniforms in a designated room, close to where they entered the building, and uniforms were laundered at the service. This helped to reduce the risk of infection because staff did not enter areas of the home, where people lived, until appropriate infection control measures were in place.

Staff had completed online infection prevention and control and Covid-19 training. In addition, competency checks had been carried out to check if staff understood the online training and were using PPE correctly. Additional PPE had been provided for staff, such as visors, to use during the outbreak. The service had maintained good stocks of PPE and the manager worked with care and domestic staff teams to ensure infection prevention and control measures were followed.

At the start of the outbreak a large proportion of the staff team were unable to work. Agency staff and staff supplied by the local authority were used to cover shifts. The manager ensured there was always at least one permanent member of staff on duty, who was able to handover important information about people's needs, to help ensure people still received the right care. Once staff returned to work shifts were covered by permanent staff.

During the outbreak, when people were isolating in their rooms, a notice was placed on bedroom doors showing the start and end date of the isolation time. There were also notices giving guidance for staff about what PPE should be worn before entering the room as well as additional checks staff needed to carry out in relation to people's wellbeing.

At the time of the inspection the service was closed to all visitors in line with government guidance and because of the outbreak. Staff helped people to stay in touch with family and friends through phone and video calls. Some families, with people's permission, had access to the electronic daily notes which enabled them to read about their relative's care and how they were spending their time.

The manager had reviewed the infection control policy in response to the pandemic. Specific Covid-19 policies had also been developed to provide guidance for staff about how to respond to the pandemic and the outbreak. These policies were kept under continuous review as changes to government guidance was published.

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?**

Further information is in the detailed findings below.

**Inspected but not rated**

# Hillsborough Residential 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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 10 February 2021 and was announced.

# Is the service safe?

## Our findings

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.