

Hill Care 1 Limited

# Alderwood Care Home

## Inspection report

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20 November 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

Alderwood Care Home is located in Salford, Greater Manchester and is operated by Hill Care 1 Limited. The home provides accommodation and personal care and is registered with CQC to provide care for up to 39 people. There were 27 people living at the home at the time of our inspection.

We found the following examples of good practice:

Information was displayed to inform visitors about any infection control procedures relating to Covid-19. Checks were carried out to establish if people had displayed any symptoms of coronavirus. Where people may have been feeling unwell, they would be refused entry to the home.

Social distancing was adhered to within the home and changes had been made to the layout of communal areas to support this. Risk assessments had been completed where it was not always possible to social distance, such as if people were living with dementia and may not understand what was required.

Where people had tested positive for Covid-19, we saw they were appropriately isolated in bedrooms. Testing arrangements were in place in line with current guidance, whilst residents were tested each month.

At the time of our inspection the home was closed to new admissions due to the recent outbreak. Prior to this, if people were newly admitted to the home or had come from hospital, then isolation measures would be followed. We were told sourcing adequate supplies of PPE (personal protective equipment) had never been an issue and we saw staff wore it at all times. People living at the home wore and were encouraged to wear face masks if this was their preference.

We observed the home to be clean and tidy, with domestic staff carrying out their duties throughout the day. Windows were opened at various times during the day to assist with ventilation and outdoor facilities were used when better weather allowed.

There were enough staff to care for people safely, with staff receiving additional infection control training during the pandemic. Agency staff were used to fill any gaps in rotas where regular staff needed to shield, or self-isolate.

Risk assessments were completed where certain groups may be at higher risk of contracting the virus. An appropriate infection control procedure was in place, with specific reference to Covid-19 and regular infection control audits were undertaken to ensure standards were maintained.

Boosting staff morale and keeping people's spirits high throughout the pandemic was particularly important at the home. This included providing additional activities, video calling, meetings and themed events, such as Italian food tasting, to give people something to look forward to each week.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

No rating was awarded following this inspection. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

**Inspected but not rated**

# Alderwood 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 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 20 November 2020 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.