

# Barchester Healthcare Homes Limited

# Hilton Park Care Centre

## Inspection report

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Date of inspection visit:  
19 February 2021

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23 March 2021

## 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

Hilton Park Care Centre is a care home without nursing, which accommodates up to 93 older people, some of whom live with dementia. There were 74 people living at the service when we visited.

We found the following examples of good practice:

Staff made sure that people were protected against the transmission of infection from visitors by scheduling visits, limiting areas that could be accessed and being available to escort visitors. Staff put appropriate actions into place to make sure people were admitted safely into the service.

Staff had enough personal protective equipment, such as masks, gloves and aprons, and had supported people so that they also understood the need for this.

Regular COVID-19 testing was carried out to make sure action could be taken quickly to keep people safe.

The home was clean and staff had increased cleaning of frequently touched surfaces to reduce the risk of transmission of infection. Staff adapted the layout of communal areas to support people to social distance from each other.

The provider made sure staff and the manager received enough support during the pandemic and when additional staff were needed. Additional risk assessments were completed for staff at increased risk of catching COVID-19 and actions put into place to reduce risks to them.

## 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**

# Hilton Park Care Centre

## **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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 19 February 2021 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.