

Almondsbury Care Limited

Hillview Nursing Home

Inspection report

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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

About the service

Hillview Nursing Home is registered to provide accommodation and nursing care to up to 40 people. The home specialises in the care of people living with dementia. At the time of the inspection there were 24 people living at the home, three of these people were in hospital at the time of the visit.

People's experience of using this service and what we found

The service had experienced some staffing pressures due to COVID-19, we found however the staff levels did not fall under safe levels. The service used agency staff to cover shifts, there were systems in place to ensure these staff had the correct training. There were systems in place to provide relevant information about people to agency staff. Risks to people were identified and plans were in place to mitigate the risks. Safeguarding systems were in place.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was Good. (Report published 28 September 2017).

Why we inspected

The inspection was prompted in part due to concerns received about risks to people, infection control, safeguarding and staffing. A decision was made for us to inspect and examine those risks.

We found no evidence during this inspection that people were at risk of harm from this concern. Please see the safe section of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Hillview Nursing Home on our website at www.cqc.org.uk.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

At our last inspection we rated this key question good. We have not reviewed the rating at this inspection. This is because we only looked at the parts of this key question we had specific concerns about.

Inspected but not rated

Hillview Nursing Home

Detailed findings

Background to this inspection

The inspection

This was a targeted inspection to follow up on concerns raised with the Care Quality Commission and to assure ourselves of the safety of people living at the home.

Inspection team

The inspection was carried out by two inspectors.

Service and service type

Hillview Nursing Home is a 'care home'. People in care homes receive accommodation and nursing or personal care as a single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

Notice of inspection

This inspection was unannounced.

What we did before the inspection

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report. We reviewed safeguarding information we received from the local authority. We used all of this information to plan our inspection.

During the inspection

We spoke with four staff and the registered manager. We completed observations around the home. We reviewed a range of records. These included seven care plans and associated records, cleaning records and audits, staffing rotas and safeguarding records.

After the inspection

We continued to seek clarification from the provider to validate evidence found. We looked at training data and agency staffing records.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as good. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

Assessing risk, safety monitoring and management

- Concerns raised with us included people not having access to pressure relieving mattresses which placed them at risk of pressure damage to their skin. At the inspection we found everyone living at the home had a pressure mattress in place. We checked the settings of the mattresses and in most cases found them to be correctly set to the person's needs. Staff told us they checked the mattress setting against the instruction label daily. Three mattresses were incorrectly set, and this was pointed out to the registered manager who told us this was potentially due to people moving rooms. The registered manager addressed the issue and told us they would complete a full audit of mattress settings.
- Risks associated with people's mobility were assessed and care plans were in place to give details of the support people needed to transfer from one place to another. Care plans gave information about the equipment needed by the person. This included the type and size of sling needed if they required staff to support them using a mechanical hoist. We saw people had personal slings in their rooms. This helped to ensure people were supported with the equipment which was appropriate to their individual needs.
- An overview of important information relating to people's risks was available for staff and staff confirmed they had access to this. Staff also confirmed they received a handover at the beginning of the shift to discuss any changes to people's needs and important information.
- People's food and fluid intake was monitored to make sure they had sufficient to eat and drink. Records of people's fluid intake were discussed at handover meetings and action was taken if people had a poor fluid intake. This included making sure staff encouraged further fluids and contacting other professionals to seek advice. Each person had a jug of fresh squash in their room so they could help themselves to drinks if they were able.
- Staff had access to appropriate personal protective equipment (PPE). The benefits of making PPE easily available to staff had been assessed against the possible risks to people living with dementia who may move around the home and pick up items. This resulted in PPE stations being placed away from bedrooms where people were independently mobile, but items were still easily accessible to staff.

Systems and processes to safeguard people from the risk of abuse

- We received concerns about people remaining in their beds all day due to the staffing pressures relating to COVID-19, and that people had a lack of stimulation. At the inspection we found people had been given the opportunity to get up and people who chose to were relaxing in their rooms watching television or other entertainment available. Some people chose to remain in their beds or due to their frailty were unable to get up.
- We observed two bedrooms where there was no entertainment such as a television available, the registered manager told us that due to an outbreak of COVID-19 the people had recently moved rooms. They told us they were in the process of arranging for televisions to be installed.

- We received concerns about there not being enough suitable bedlinen for people to use, during the inspection we observed that there was enough bedlinen available.
- There were safeguarding systems in place and staff knew how to recognise and report abuse.

Staffing and recruitment

- There had not always been enough staff to ensure people received high quality person-centred care. Due to the current COVID-19 pandemic there had been difficulties in ensuring there were always enough staff to support people. One member of staff said, "Everyone has pulled together. There have been a few days when we were short of staff, but never in a situation where unsafe." Another staff member commented, "We have done the best we can. We were meeting people's basic needs and never unsafe."
- At the time of the inspection visit, there were sufficient staff to meet people's needs. The provider was using agency staff to supplement permanent staff who were self-isolating. Agency staff told us they were paired with permanent staff who were familiar to people and understood their needs and wishes.
- The registered manager had a system in place to ensure agency staff had the right training to undertake their role.
- Staff undertook different roles to support the service with their staffing situation. For example, the registered manager had helped out in the laundry and a carer had worked in the kitchen.

Preventing and controlling 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 somewhat assured that the provider was making sure infection outbreaks can be effectively prevented or managed. This was because staff were at times working between areas where people had tested positive for COVID-19 and tested negative. The registered manager addressed this.
 - We were assured that the provider's infection prevention and control policy was up to date.
- We have also signposted the provider to resources to develop their approach.