

Oak House Homecare Ltd

Hill View

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

Hill View is a residential care home that can provide accommodation, personal care and support to up to 16 adults. At the time of this inspection there were 14 people living at the home.

We found the following examples of good practice.

There was an area where visitors could visit their family member/friend by appointment via a separate side entrance to the home. There were gaps between each visit to prevent people encountering other visitors or staff and to clean. Staff also supported people to maintain contact with their relatives /friends, to support their well-being, using video calling and telephone calls. End of life compassionate visits were also available.

External visitors including health or social care professionals were admitted into the home in line with government guidance. There were plans in place to zone people into different areas should an outbreak occur. They had already discussed with staff who would work in the COVID-19 zone and who could not because of risk.

People were asked to isolate in their rooms, if they had been to an external health appointment or were recently admitted into the home, for 14 days. For people who lacked the mental capacity to understand self-isolation, extra staff could be rostered on to help. People had their temperature checked at least twice a day and staff had their temperature checked when they started their shift. Whole home testing was completed in line with the national testing guidelines.

Staff changed into their work clothes in the staff room/office and put on their personal protective equipment (PPE) before starting work. Staff were lateral flow device tested twice a week. Staff waited for their results before starting their shift.

There was an infection control lead within the home. Two senior staff had clinical commissioning group (CCG) training on infection prevention and control. This was then rolled out to all staff. Staff had internal COVID-19 training that included putting on and taking off PPE safely, good cleaning, and handwashing. Hand hygiene and PPE spot checks were completed on staff.

Staff were observed to be wearing their PPE correctly including face masks. Staff wore uniforms that were bare below the elbow, had their hair tied back if shoulder length or longer and were wearing a minimum amount of jewellery. This promoted good infection control practices.

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

Hill View

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 2 March 2021 and was announced. The inspection was announced prior to us entering the home, so we could ensure that measures were in place to support an inspection and manage any infection control risks.

Is the service safe?

Our findings

- 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 somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. Not all furniture in communal areas, had been spread out to promote and maintain social distancing where possible. We spoke to the registered manager and assistant manager about this and they told us they would look to improve this.
- 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.

We have also signposted the provider to resources to develop their approach.