

# Hilbre Care Limited

# Hilbre House

## Inspection report

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07 February 2022

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30 March 2022

## Ratings

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

## Overall summary

Hilbre House is a residential care home providing personal care and accommodation for up to 22 people, in one adapted building. The home is a detached building, in a residential area with a coastal location and views over Liverpool Bay. At the time of inspection the home was experiencing an outbreak of COVID-19.

We found the following examples of good practice.

Family members were provided with guidance to follow good infection control practices.

Staff wore appropriate personal protection equipment (PPE) in line with guidance.

The provider had developed an action plan and had made improvements to their practices following feedback from the local infection control team.

The provider had an appointment system in place for people to be able to receive visitors safely.

Staff carried out regular cleaning in line with the provider's cleaning schedule.

The provider assessed the risks of COVID-19 to people living in the home.

Staff had access to PPE throughout the home.

## 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**

# Hilbre House

## **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.

We received information of concern about infection prevention and control measures/visiting arrangements/staffing at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 7 February 2022 and was unannounced.

# Is the service safe?

## Our findings

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

### How well are people protected by the prevention and control of infection?

- We were somewhat assured the provider was accessing COVID-19 testing for staff and for people using the service. Records regarding testing were not always complete. Staff did not always record their test results when working in the service.
- 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 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.

Visiting in care homes From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The provider had an appointment system in place for people to be able to receive visitors safely. We discussed that this was adaptable for the needs of the people living in the home as there was one time slot for the morning and one for the afternoon. The provider gave examples of when this had been adapted.
- The Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.