

Healthcare Homes Group Limited

The Hillings

Inspection report

Grenville Way
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St Neots
Cambridgeshire
PE19 8HZ

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Date of inspection visit:
05 February 2021

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Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

About the service

The Hillings is a residential care home providing personal and nursing care to 58 older people at the time of the inspection. The service can support up to 72 people in seven units each having separate adapted facilities.

We found the following examples of good practice.

The service was not allowing any visiting at the service at the time of this inspection, unless for exceptional circumstances for example, if a person was receiving end of life care.

The building was clean and free from clutter. The deputy manager told us that staff were undertaking cleaning of frequently touched points on a regular basis. We witnessed this during our inspection.

Any person entering the building had their temperature taken, washed their hands, completed a health questionnaire and wore full personal protective equipment (PPE).

Posters were on display to prompt people and staff to social distance.

Staff changed into their uniform and applied their PPE before starting work. Spot checks on staff competencies were in place for hand hygiene and PPE assessments.

The registered manager told us that they were working collaboratively with colleagues from the Local Authority and CCG (Clinical Commissioning Group) and were well supported as a result. They had assisted them in ensuring that a person was not re-admitted to the home until they tested negative for COVID-19.

Whole home testing was in place for people, visitors and the staff.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Details are in our safe findings below.

Inspected but not rated

The Hillings

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 5 February 2021 and was unannounced.

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.