

Hilton Rose Retirement Home Ltd

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Inspection report

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Tel: 01922622778

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14 February 2022

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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

Hilton Rose Retirement Home is a care home registered to provide personal and nursing care for up to 27 people, some of whom had dementia. At the time of our inspection 23 people were living at the home.

We found the following examples of good practice.

Staff had received appropriate Personal Protective Equipment (PPE) training and were observed wearing PPE in line with current government guidance.

The registered manager told us some residents found the use of masks daunting in the beginning. However, the staff team supported people to understand the need for masks and they are now commonplace.

During the outbreak of COVID-19 people were supported to maintain contact with family and friends through window visits, phone and video calls.

Staff were cohorted to support people who had tested positive, people had their own cutlery and their clothes were washed separately when they had tested positive for COVID-19 to minimise the spread of infection.

The registered manager converted an empty bedroom to a third lounge to enable people to maintain a social distance in communal areas.

The registered manager had clear cleaning schedules with hourly touchpoint cleaning and regular deep cleaning of all areas.

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.

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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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 14 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 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.

Visiting in care homes

- The registered manager temporarily closed the home following advice from the Public Health Team because all people living in the home had tested positive for COVID-19 and they wanted to minimise the spread of infection. The registered manager understood the current visiting guidance and had made arrangements to again invite visitors into the home.

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 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.