

Herefordshire Council

# Hillside Care Centre

## Inspection report

9 Pentwyn Avenue  
Hereford  
HR2 7LB

Tel: 01432261627

Date of inspection visit:  
22 October 2020

Date of publication:  
12 February 2021

## Ratings

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

# Summary of findings

## Overall summary

Hillside Care Centre provides personal care to a maximum of 22 older people, younger people and people with a sensory impairment and/or people who lived with dementia.

We found the following examples of good practice.

- A self-contained unit within the home could care for people safely who had tested positive for Covid-19 in hospital and needed to transfer to a care home under the Winter Discharge Designation Settings scheme.
- The service supplied cooked meals to the local community, this method of delivering hot home-made cooked meals was to be utilised within the designated setting scheme, to ensure people received a nutritious meal, in a way which reduced the risk of cross infection with other people living in the home.
- Each bedroom had their own ensuite facilities. There was a separate kitchen area for people to use.
- Laundry arrangements meant people's clothing and bedding would be laundered individually to reduce the risk of cross contamination.
- Staff were to be deployed to work solely within the unit. They would not work in other health or social care services which reduced the risk of cross transmission.□

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Hillside Care Centre

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 22 October 2020 and was announced.

# 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.