

GCH (South) Ltd

# Hillside Nursing Home

## Inspection report

North Hill Drive  
Harold Hill  
Romford  
Essex  
RM3 9AW

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28 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

Hillside Nursing Home is a residential care home providing accommodation, personal and nursing care to 54 people at the time of the inspection.

We found the following examples of good practice

The provider implemented visiting arrangements that were safe and helped to control and prevent the spread of infections. Visitor protocols included a lateral flow test (LFT) for COVID-19 prior to entering the home. Visitors were given access to Personal Protective Equipment (PPE), such as face masks to make sure the risk of catching and spreading infections was minimised. Hand sanitiser was available for use at the entrance. Visitors had their temperature taken to check they were not symptomatic of COVID-19.

Visiting professionals were asked to provide evidence of their COVID-19 vaccinations prior to entering the home. All care home staff took regular LFT test as a precaution to check if they had the virus. The home followed national guidance when staff tested positive.

The service had enough staff to meet people's needs. Agency staff were recruited to cover when needed and the provider was able to maintain their assessed staffing levels. At the time of our inspection, we observed there was sufficient staff to support people.

Staff and people took part in a COVID-19 testing programme according to government guidance. All staff had completed relevant training in infection control and PPE. We saw staff using PPE correctly and safely. Handwashing guidance was displayed throughout the home and additional PPE was available for staff and visitors. Infection control audits were carried out of all areas within the home. There was a daily cleaning schedule in place to ensure the premises was kept clean and to maintain hygiene, which helped prevent the spread of infections.

The provider kept up to date with government and local guidance on self-isolation, visiting and outbreaks to ensure they were following it correctly.

## 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**

# Hillside Nursing Home

## **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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 28 February 2022 and was announced. We informed the registered manager shortly before our arrival to make them aware of our visit.

# 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 provider was facilitating visits for people living in the home in accordance with the latest government guidance.

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.