

Mrs M Hope and C Hope

Hillcrest Residential Home

Inspection report

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Date of inspection visit: 18 June 2015
Date of publication: 13/07/2015

Ratings

Overall rating for this service

Good



Is the service safe?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 2 October 2014. We found a breach of a legal requirement related to Infection control. After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirement in relation to the breach.

We undertook this focused inspection to check that they had followed their improvement plan and to confirm that they now met the legal requirement. This report only covers our findings in relation to the breach. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Hillcrest Residential Home on our website at www.cqc.org.uk.

Hillcrest Residential Home provides care for up to 13 older people who may be elderly, have a physical disability and or be living with dementia. It does not provide nursing care.

There were nine people living in the service, when we carried out our unannounced inspection 18 June 2015.

A registered manager was in post at the service. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Significant progress had been made to improve the systems in place to protect people from the risks associated with infection control. This included maintaining appropriate standards of cleanliness and hygiene. A planned programme of refurbishment and decoration to the premises was underway and people were positive about the changes made. However at the time of our inspection not all of the provider's actions had been completed. Following our inspection the provider submitted to us a revised action plan that assured us the outstanding actions were in progress or had since been completed.

Summary of findings

The progress we found through the introduction of new and improved systems mitigated the risks to people. However these need to be embedded and sustained over time to ensure people are provided with a consistently safe service.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

The service was safe.

We found that action had been take to improve safety.

Equipment and areas of the service were clean, hygienic, and suitable for their intended purpose and had been maintained properly.

The newly introduced infection control processes will need to be embedded and sustained over time to ensure people are provided with a consistently safe service.

Requires improvement



Hillcrest Residential Home

Detailed findings

Background to this inspection

We undertook an unannounced focused inspection of Hillcrest Residential Home on 18 June 2015. This inspection was done to check that improvements to meet legal requirements planned by the provider after our comprehensive inspection 2 October 2014 had been made. The inspector inspected the service against one of the five questions we ask about services: is the service Safe. This is because the service was not meeting a legal requirement.

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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014. The inspection was undertaken by one inspector.

We reviewed the previous inspection reports to help us plan what areas we were going to focus on during our inspection. We looked at other information we held about the service including notifications they had made to us about important events. We also reviewed all other information sent to us from other stakeholders for example the local authority and members of the public.

We spoke with four people who were able to verbally express their views about the service and one person's relative. We observed the care and support provided to people and the interaction between staff and people throughout our inspection.

We spoke with four members of staff, including the manager, catering, and care staff. We looked at records relating to the management of the service, this included systems for monitoring the quality of the service.

Is the service safe?

Our findings

Our previous inspection of 2 October 2014 found that improvements were needed in how the provider ensured equipment and areas in the service were clean and well maintained. Infection prevention and control measures were not robust because cleanliness and hygiene standards in the service had not been maintained. The provider submitted to us an action plan of the improvements they planned to make to address the shortfalls we had found.

During this inspection we found that improvements had been made in the service's infection and control procedures and processes. New and improved systems had been introduced. This included training for staff in infection control and implementing cleaning schedules. Areas of the service including the lounge carpet had been deep cleaned and equipment had been cleaned and maintained. A planned schedule of refurbishment and decorating in the service was underway. However these improvements need to be embedded and sustained over time to ensure people are provided with a consistently safe service.

People who used the service spoke positively about the changes in the service's infection control procedures and processes. One person said, "The place has been spruced up. It is sparkling. The [staff] work so hard to keep it clean and tidy." Another person said, "The carpet has had a deep clean and is no longer sticky to walk on. Lots of decorating happening; it has cheered the place up."

The service was clean and hygienic throughout. The laundry, people's bedrooms and toilets and bathrooms were clean. Carpets and the damaged chairs we had seen at our last inspection had been cleaned or replaced. This provided people with a cleaner and more hygienic environment to live in.

Equipment including the stair lift was clean, properly maintained and fit for purpose. The communal bathrooms and toilets had been refurbished and decorated where needed and were clean and hygienic. However the communal bathroom and one of the toilets upstairs were damaged and not suitable for the purpose for which they were being used. The plastic bath panel was cracked and loose. Several tiles on one of the bath panels on the wall were missing leaving the plaster exposed making it hard to clean thoroughly. Some tiles behind the toilet had fallen off

and needed replacing. The manager advised that the planned bathroom repairs had been delayed as there had been a problem with the water temperature and this had recently been fixed. The maintenance person had ordered the parts and was due to complete the work. After our inspection the manager confirmed that the bath panel and missing tiles had been replaced and repair work to the toilet tiles had been completed 22 June 2015.

We saw that appropriate hand washing arrangements were now in place. This included paper towels and sanitizers/liquid soaps for people to use when washing their hands. This reduced the risk of people acquiring an infection. Staff were clear on their roles and responsibilities and confirmed they had received training since our last inspection around infection prevention and control. One member of staff said, "After your visit we all had infection control training and we talked about how we could improve things in the home in the staff meeting. PPE [protective, personal equipment] is well stocked and accessible now." Records seen confirmed this.

As part of the planned improvements we saw that the service was undergoing a refurbishment. This included decorating. Downstairs the entrance to the service had been painted and excess furniture seen at the last inspection removed. This ensured people were not at risk of obstacles as they moved around. The floors and carpets had been deep cleaned and there were no offensive smells.

In the lounge the room had been prepared for decorating. The manager told us the maintenance person worked at night so not to disturb people and this was why work was taking longer than originally planned, but this had been agreed by people who used the service and their relatives. The manager also told us how people had been involved in choosing the wallpaper and colours used to decorate the service. One person told us, "The colours in the hallway are soothing and tasteful and I like the wallpaper we have picked. I am looking forward to my room being decorated." The manager explained that once the communal areas including new carpets, painting and decorating was finished work would commence on each person's bedroom. Records seen confirmed this.

Cleaning rotas and monitoring schedules had been introduced which showed which parts of the service had been cleaned and which areas needed to be addressed. The manager advised that they were considering using a cleaning company to carry out deep cleaning on a regular

Is the service safe?

basis once the planned works had been completed. In the mean time staff had carried out the work and were maintaining the appropriate cleanliness and hygienic standards.