

Barchester Healthcare Homes Limited

Hilton Park - Oaklands

Inspection report

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05 May 2021

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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 Park Oaklands provides nursing and personal care for up to 54 people, some of whom are living with Dementia. At the time of our inspection there were 50 people living in the service. All bedrooms have en-suite bathrooms and there are indoor and outdoor communal areas for people and their visitors to use.

We found the following examples of good practice.

In line with recent changes to Government guidance, people living at Hilton Park – Oaklands could nominate up to two people to visit them, in their room, by appointment. There were also socially distanced garden visits taking place if people or their visitors preferred. Gaps between each visit helped prevent people encountering other visitors, staff or people from the service.

All visitors complied with the providers visiting policy. This included a temperature check, a rapid COVID-19 test, a health declaration and wearing supplied personal protective equipment (PPE). Visitors to the service, including health or social care professionals and contractors followed the providers visitors policy and completed the necessary checks before entering.

Staff also helped people to use computer tablets to video call their family and friends to promote their social well-being. The service had purchased new tablets at the beginning of the COVID-19 pandemic to support people with this if they did not have their own devices.

During our visit we also saw people being supported into the community for the first time since the beginning of the COVID-19 pandemic.

Staff changed into their work clothes in a room on each unit. These rooms were called donning and doffing rooms, which is where staff also put on, took off and disposed of PPE. The service had two dedicated infection control leads. Staff had infection prevention and control training. Handwashing and PPE observation checks were completed on staff.

The building was clean and free from clutter. Windows were opened to promote good ventilation.

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

Hilton Park - Oaklands

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 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 05 May 2021 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.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.