

Hillbrow Residential Care Home Limited

# Hillbrow Residential Care Home Limited

## Inspection report

1 Park Road  
CREDITON  
Devon  
EX17 3BS

Tel: 01363773055

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11 November 2020

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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

Hillbrow Residential Home is a care home registered to provide accommodation and nursing or personal care for up to 24 people. At the time of inspection, the home was full.

We found the following examples of good practice:

The staff were following infection control procedures to help keep people safe. The registered manager ensured staff understood the importance of why infection prevention and control (IPC) measures were in place. Their hands-on practice was regularly checked to ensure they were following the latest guidance. There were suitable risk assessments and an up to date IPC policy and procedure in place. There were emergency plans in place should an outbreak occur at the home

Staff had undertaken recent IPC training and two members of staff had taken extended training. These two staff acted as champions and kept the staff updated on any changes within IPC.

The home was supported by a long standing, small and loyal staff team who knew the people they supported very well. No agency staff had been used since the beginning of the year as staff covered shifts if necessary. This meant people were supported by staff who knew them well. Two members of staff had been specifically trained to undertake people's Covid-19 testing which took place regularly.

Staff supported people in their well-being during lockdown. Staff offered one to one activities with people in their rooms and smaller groups in the communal areas. Some planned activities had taken place in a safe way. Recent photographs showed how much people had enjoyed their recent bonfire night treat with a small firepit bonfire, sparklers and snacks. The service facilitated people to keep in touch with their relatives and friends. Electronic tablets had been purchased to support these online meetings which people appreciated.

The director and registered manager clearly valued the importance of the dedicated staff team. They had given support treats to show their appreciation with other treats planned for Christmas. They were proud of their staff team and considered staff morale good.

The service booked named visitors in at specific times that suited people. Each family member had been informed by letter of the process they should expect when entering the home during the Covid-19 pandemic. There was a clear visiting procedure in place. Visiting took place in a completely self-contained pod which was accessed by patio doors from the garden. The pod had floor-to-ceiling perspex which meant both people and their visitors were completely protected. The pod was easily washable after each visit. There was a microphone system in place which supported those people who may be hard of hearing. Visitors to the home had their temperature taken and were asked a series of questions to ensure they had no symptoms of Covid-19 and were safe to visit the home.

Relatives who were visiting their family members at the end of their lives had a separate designated room which was accessed directly from the outside. This meant they did not have to travel through the home. Staff ensured these visitors followed recommended practice and used the appropriate Personal Protective Equipment ( PPE) with a change of clothes.

The service had received compliments about how well they were managing during the pandemic. These included, "Many thanks for all you are doing to keep our family members/your residents safe and happy", "We cannot thank you enough for your amazing and unstinting and cheerful and warm care. You guys are amazing" and "I personally know how gruelling and testing these times in care are ... I salute you ... heartfelt thanks to each and every one of you."

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

We always ask the following five questions of services.

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

People were protected by systems in place to prevent and control infection.

**Inspected but not rated**

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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.

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 thematic review of infection control and prevention measures in care homes.

This inspection took place on 11 November 2020 and was announced.

## Is the service safe?

### Our findings

- 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.