

Hillswood Care Limited

Hillswood Lodge

Inspection report

9 The Close
Endon
Stoke On Trent
Staffordshire
ST9 9JH

Tel: 01782505221

Date of inspection visit:
27 November 2020

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08 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Hillswood Lodge provides accommodation and personal care for up to 21 people in one adapted building. At the time of the inspection there were 15 people living at the home.

We found the following examples of good practice

- A visiting policy was in place, which had been shared with relatives. This contained details of the system to book visits, timescale and sanitising procedures completed between each visit.
- Relatives were supported to spend time with people who were being cared for at the end of their life, whilst wearing Personal Protective Equipment (PPE) to ensure their visits were safe.
- Staff helped people to utilise technology to ensure they continued to have contact with their loved ones such as, video calls and a private social media platform.
- Staff continued to provide activities to help reduce social isolation and to promote people's mental wellbeing.
- Additional cleaning had been implemented to lower the risk of cross transmission and changes had been made to the environment to encourage social distancing in communal areas.
- Staff were supported by the registered manager during periods of anxiety and had signposted staff to wellbeing services where needed.

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

Hillswood Lodge

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 coronavirus, 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 27 November 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.