

# Care Network Solutions Limited

# Hillside House

## Inspection report

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18 January 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 House Leeds is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. The service was supporting 5 people at the time of inspection.

We found the following examples of good practice.

There was prominent and clear infection prevention and control (IPC) signs which reminded everyone at the point of entry and throughout the home about procedures for IPC.

We observed staff correctly wearing personal protective equipment (PPE). The service was very clean throughout. The registered manager completed daily visual checks to ensure everyone was wearing appropriate PPE.

The home was accessing regular testing for both staff and residents. All residents and staff had received both COVID-19 vaccinations.

Risks in relation to visitors had been assessed. People and relatives were actively encouraged to visit the home as well as skype and phone calls.

People accessed the community and were aware of why they wore masks. One person said, "Yes I wear it all the time it's safe doing this." They also told us of how the staff supported their wellbeing around accessing the garden and been actively involved in activities in and out of the home.

## 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 was following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Hillside House

## **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 (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 18 January 2022 and was announced. We gave the service one-day notice of the inspection

# 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. The registered manager told us they had no concerns around staffing at the service.

### 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.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19. The service followed appropriate practice in relation to checking temperatures, valid COVID-19 pass and negative lateral flow.