

Hillview Care Limited

# Cornelia Manor RCH

## Inspection report

60 Watergate Road  
Newport  
Isle of Wight  
PO30 1XP

Tel: 01983522964

Website: [www.hillviewcare.co.uk](http://www.hillviewcare.co.uk)

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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

Cornelia Manor RCH is a care home providing accommodation and personal care to older people. The service can support up to 34 people. Cornelia Manor is a large building that has been adapted to suit the needs of people living there. At the time of the inspection the service was providing support to 26 people, some of whom were living with dementia.

We found the following examples of good practice.

People were supported to understand the measures that were in place regarding infection prevention and control, to keep them safe.

Staff had completed training about COVID-19 and understood the importance of wearing appropriate PPE and ensuring all additional cleaning measures were maintained.

The provider and registered manager had comprehensive processes in place to minimise the risks to people, staff and visitors from catching and spreading infection. The service had a clear process in place to ensure staff and visitors could enter and exit the building safely, to minimise the spread of infection.

Hand sanitiser and personal protective equipment (PPE) were available throughout the home. There were signs to remind staff, visitors and people about the use of PPE, the importance of washing hands, regular use of hand sanitisers and appropriate social distancing.

Cornelia Manor RCH had systems in place to ensure regular testing of people and staff for Covid 19 and followed government guidelines for the frequency of tests.

The provider's infection control policy had been updated and revised during the pandemic so that people were protected in the event of becoming unwell or in the event of a Covid 19 outbreak.

People were admitted safely and self-isolated for 14 days, in accordance with national guidance.

People's well-being was monitored, and they had appropriate levels of support from staff that demonstrated good care.

Visiting had been facilitated through window visits and outdoor visits during the warmer months. The registered manager was aware of the recent change to government guidance and was preparing for people to have a designated visitor who could come into the service, once permitted. Clear processes were being established to minimise risks to people. Relatives were also supported to safely visit their loved ones in exceptional circumstances, such as when people were receiving end of life care.

There were sufficient staff to provide continuity of support and ensure safeguards were in place should there

be a staff shortage.

The registered manager had a good understanding and knowledge of the staff team and felt they had all worked well together to support people during the pandemic.

## 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**

# Cornelia Manor RCH

## **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 the coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 3 March 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.