

Hill House Nursing Home Limited

# Hill House Care Home

## Inspection report

Hill House  
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Kenley  
Surrey  
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18 August 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

Hill House is a care home which provides personal and nursing care. Hill House accommodates up to 56 adults some of whom were living with dementia. At the time of the inspection, there were 47 people living at Hill House which is located on a residential road in Kenley.

We found the following examples of good practice.

- The provider had appropriate arrangements for all visitors to help prevent the spread of Covid 19. Visitors were required to have their temperatures taken, complete a Covid 19 risk assessment which included screening for symptoms of Covid 19 before being allowed to enter the home. They were required to wear a face covering when visiting, and wash hands before and after mask use.
- The provider made good provision for people using the service to maintain links with family members, relatives and friends. People were supported to have visits from their relatives and friends in sheltered areas of the garden where two metre social distancing was observed. Visits were staggered and restricted to twenty minutes and these areas were cleaned between visits.
- So as to enable relatives and families to visit people receiving end of life care without having to enter the home, the provider has made ground floor 'ensuite' rooms available with doors directly accessing the garden.
- The provider was one of the first participants in the 'whole home testing' research commissioned by the Department of Health and NHS Digital. The findings of which were used to inform the national picture on testing in care and nursing homes.
- The provider had appropriate arrangements to test people and staff for Covid 19 and was following government guidance on testing. This ensured that people and staff were tested for Covid 19 so that appropriate action could be taken if any cases were identified.
- The provider ensured that all their staff received appropriate training and support to understand and to manage Covid 19. This included best practice for infection control and the use of PPE.
- Staff also received appropriate guidance on how to support people with dementia to understand the pandemic and Covid 19. Staff were grouped to work in specified areas of the home including domestic and housekeeping staff.
- The provider made appropriate support services available to staff in order to support their mental wellbeing through the pandemic and if they became unwell and when they returned to work.
- The provider recognised the disproportionate impact of the virus on health and social care workers from

black, asian and minority ethnic (BAME) backgrounds. In response they have put in place a risk assessment process in line with guidance from the Workforce Race Equality Standard. This has enabled BAME colleagues to raise concerns and be heard.

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?

The service was safe.

**Inspected but not rated**

# Hill House Care Home

## **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 18 August 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# 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.