

Hilton House (Essex) Limited

Hilton House

Inspection report

175 Shrub End Road
Colchester
Essex
CO3 4RG

Tel: 01206763361
Website: www.hiltonhouse.co.uk

Date of inspection visit:
20 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

Hilton House is a care home registered to provide care and support for up to 10 people who have learning disabilities and mental health needs. The home is set out over two floors with a large outdoor area. At the time of our inspection 10 people were living at Hilton House.

We found the following examples of good practice.

Flexible, safe, visiting arrangements were in place to support people in keeping in contact with their friends and relatives.

Staff supported people to go out safely and continue activities they enjoy. As part of the support, staff were putting together an 'easy to read' information 'wall'. Staff had used drawings and words to provide information about COVID-19, and how to keep safe.

Systems were in place to minimise the risk / detect COVID-19 coming into the service. This included regular testing for staff and people living in the service as well as supporting people to access the COVID-19 vaccination programme.

Staff felt supported by the management, who had ensured they had access to enough personal protective equipment to safely carry out their role.

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

Hilton 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 the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 20 January 2022 and was announced. We gave the service 24 hours' 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

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 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.
- Staff had received training in PPE, however, they were not ensuring their masks were fitted correctly over their nose, which led to them slipping down. The Infection control and visitors' policies needed to be more personalised to reflect the systems in place at the service. We were somewhat assured, due to the actions taken by the provider at the time, that these shortfalls would be addressed.

We have also signposted the provider to resources to develop their approach.

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.