

# Hillcroft Nursing Homes Limited

# Hillcroft Nursing Home

# Lancaster

## Inspection report

Westbourne Road  
Lancaster  
Lancashire  
LA1 5DX

Tel: 0152463107

Date of inspection visit:  
28 January 2022

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04 February 2022

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Hillcroft Lancaster is a nursing home providing personal care to 19 people over 65 and 1 person aged 58. The service is registered to support up to 20 people.

We found the following examples of good practice.

Staff had received training to help ensure their knowledge on infection prevention and control was up to date. Personal protective equipment (PPE) and infection control hand gel was available throughout the home for all staff and visitors. The registered manager and staff told us enough stocks of PPE were available and we confirmed this on the visit. One staff member told us, "We have never struggled here for PPE." A second staff member said, "Never struggled for PPE, it is all provided here."

The home was clean and hygienic. Cleaning schedules were in place with additional cleaning protocols to ensure all high touch points were regularly sanitised. One staff member told us, "There are no constraints on buying what we need. We have plenty [of cleaning products]."

People were supported to maintain contact with those who were important to them, in line with current government guidance. The provider had a visiting policy to guide visitors on their responsibilities to ensure safe visiting took place. Face to face visits took place in either a separate outdoor visiting area or within designated areas within the home. These visits had to be planned in advance. Window visits, video and telephone calls were also available and used to maintain contact with loved ones.

The home maintained close links with other professionals and if medical advice was needed, this was obtained. The registered manager told us, "We have contact with our local G.P weekly".

People living in the home and the staff were tested regularly for COVID-19. There were no staff employed who had not been vaccinated as is now required. The provider's IPC policy was up to date and had been audited during the pandemic to reflect best practice and current guidance.

## 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**

# Hillcroft Nursing Home Lancaster

## **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 28/01/2022 and was announced. We gave the service one day's 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 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.

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.