

Caring Alternatives Limited

Hillcrest Residential Home

Inspection report

Hillcrest
Elliott Street
Tyldesley
Greater Manchester
M29 8JE

Date of inspection visit:
27 January 2021

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10 February 2021

Tel: 01942891949
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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

Hillcrest Residential Home is situated in Tyldesley, Greater Manchester and is registered to provide accommodation for up to 17 people who require personal care and support. At the time of this inspection 15 people were living at the home.

We found the following examples of good practice.

The home had corresponded closely with relatives, including issuing questionnaires, to gather views around the home closing to visitors and measures in place to support communication. At present the home supported window visits, phone and video calls and had set up a closed social media group, through which they had shared photos and videos of activities and events which had taken place. The home had also purchased a visiting pod and had plans in place to erect a gazebo, to support outdoor visiting.

Although currently closed to normal visits, the home had a robust process in place for facilitating controlled visits for people receiving end of life care. This included alternative entry points, to limit access to the wider home, provision of disposal clothing which was worn alongside PPE, temperature checks and completion of a risk assessment and disclaimer.

Robust processes had been introduced to minimise the risk of staff spreading infection. All staff changed into their uniforms upon arrival, storing outdoor clothes and shoes in sealed bags during shift. Entry to the home was done individually, to ensure distancing maintained. Uniforms were removed and placed in sealed bags which were taken home and washed at the end of each shift.

The home had effective cleaning procedures in place. They had purchased portable sanitising machines to complement the hand cleaning being carried out by domestic and care staff. Schedules had been updated to ensure frequent touch points, such as handles and handrails, were sanitised at least three times daily.

Staff had completed infection control, PPE and hand washing training. The home had purchased UV lights, which were used during spot checks to ensure staff had washed their hands appropriately. The home also completed regular competency checks, though the completion of PPE, infection control and COVID-19 quizzes.

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

Hillcrest Residential 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.

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 27 January 2021 and was announced.

Is the service safe?

Our findings

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.