

Hillcroft Nursing Homes Limited

# Hillcroft House Galgate

## Inspection report

Chapel Lane  
Galgate  
Lancaster  
Lancashire  
LA2 0PR

Date of inspection visit:  
28 October 2020

Date of publication:  
13 November 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Hillcroft House Galgate is a residential care home providing nursing and personal care for up to 43 people aged 65 and over. At the time of our inspection 37 people lived at the home. All bedroom accommodation is for single occupancy, with ensuite facilities. Communal space consists of two spacious lounge and dining areas.

We found the following examples of good practice.

- The provider had implemented an appropriate policy around visitors during the pandemic. Visits were restricted and management risk assessed each visit. Staff checked all visitors for any signs or symptoms of infection before they were allowed into the home. Visitors were required to follow best practice guidance and wear appropriate personal protective equipment (PPE). The need to restrict visits to the home had been discussed with people and their relatives.
- Staff supported people to maintain their relationships with their families and friends. People connected with families and friends through social media, video calls and over the telephone.
- The provider had implemented measures to reduce risks when people returned from hospital. This included people having to isolate in their bedrooms, following national guidance.
- People who lived at the home and staff were supported with regular testing for COVID-19. The provider had plans around cohorting and zoning the premises, which helped to reduce the risk when a positive result was received.
- Staff were provided with training around COVID-19 and the correct use of PPE. Staff used additional PPE when supporting people who had tested positive for COVID-19. We observed staff wore PPE appropriately during our inspection.
- We observed the home looked clean and hygienic. Staff told us high touch areas such as handles, and switches received additional cleaning several times each day. The provider had assessed risks related to infection control, COVID-19 and the general environment, in order to reduce the level of risk and keep people safe.

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?**

We were assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Hillcroft House Galgate

## **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 review of infection control and prevention measures in care homes.

The service had been identified as having several people tested positive for Covid-19. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 28 October 2020 and was unannounced.

# 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.