

Sirtin Limited

Hillcrest Care Home

Inspection report

Byng Road
Catterick Garrison
Richmond
North Yorkshire
DL9 4DW

Tel: 01748834444

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03 February 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

Hillcrest Care home is a residential care home providing accommodation for people who require personal and nursing care to 26 older people and people living with dementia at the time of the inspection. The care home can accommodate up to 34 people across two separate floors, each of which has separate adapted facilities.

We found the following examples of good practice.

Visiting to the home took place as per current guidance and appropriate testing and checks were in place. The home had ample supplies of appropriate personal protective equipment (PPE). Where visiting couldn't take place due to isolation people were supported to use technology such as face calls to make regular contact.

Staff completed online training including putting on and taking off PPE, hand hygiene and other Infection Prevention Control (IPC) and COVID-19 related training and updates. As well as additional training from the local NHS Infection prevention and control team.

The service was meeting the requirement to ensure non-exempt staff and visiting professionals including healthcare and maintenance workers were tested and vaccinated against COVID-19.

The provider's policies on visiting, and infection prevention and control were all up to date and had been updated regarding COVID-19 government guidance. Risk assessments for staff and people were in place to minimise further risks.

Where people lacked capacity to make decisions were supported appropriately with best interest decisions relating to COVID-19 including testing and vaccination.

Social distancing practices were in place for people and staff in all communal areas and where appropriate and this was carried out safely.

The registered manager ensured extra cleaning of the home took place and that regular checks were carried out ensure infection prevention and control standards were met. Risk assessments relating to COVID-19 were in place for people who used the service and staff.

People and staff were tested regularly which helped identify cases of COVID19 in a timely manner.

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 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.

As part of CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 3 February and was unannounced.

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.
- 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.
- We were assured that the provider was using PPE effectively and safely.

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.