

# Hilltop Manor Residential Care Home Limited

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## Inspection report

15 Finkle Hill  
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Leeds  
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24 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

Hilltop Manor is a residential care home supporting older people, some of whom may be living with dementia. The service can accommodate a maximum of 35 people.

We found the following examples of good practice.

Staff followed government guidance in relation to personal protective equipment (PPE) and infection prevention and control (IPC) practices. The service had an ample supply of PPE and stock levels were monitored by the registered manager.

COVID-19 testing was taking place for all staff and some service users. Where people lacked capacity to consent to testing, a Mental Capacity assessment and Best Interests meeting had been carried out. Staff monitored people for signs and symptoms of COVID-19, and appropriate processes were in place and followed should anyone display any symptoms of COVID-19.

Staff supported people's social and emotional wellbeing. At the time of our inspection there was an outbreak of COVID-19 so visiting followed government guidance. During the outbreak people who did not have essential visitors, kept in touch with their families through video calls and phone calls.

Audits were in place and used to ensure the service was providing safe care and staff were following guidance.

All staff had undertaken training in IPC. This included putting on and taking off PPE, hand hygiene and other COVID-19 training.

## 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**

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## **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 24 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 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.

### Visiting in care homes

- The visiting arrangements at the service followed government guidance. Due to the current outbreak of COVID-19 only essential visitors were able to enter the service. Families kept in touch through video calls and phone calls.

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.