

David Leslie Smith

North Hill House

Inspection report

7 North Hill Park
St Austell
Cornwall
PL25 4BJ

Tel: 0172672647

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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

North Hill House is a care home with nursing which provides care and support for up to 35 predominantly older people. People living at North Hill House had physical health needs and mental frailty due to a diagnosis of dementia. At the time of this inspection there were 31 people living at the service.

We found the following examples of good practice.

The registered manager was communicating with people, staff and family members regularly to make sure everyone had an understanding of procedures and precautions being taken, and how to keep people safe. The registered manager worked with the nurses, care staff and housekeeping teams to ensure infection prevention and control measures were followed.

The service was following current guidance in relation to visiting care homes during outbreaks of COVID-19. There were no current essential care givers [A relative or friend who may provide emotional support, or be there to support, when care tasks being carried out, are beneficial to the person's wellbeing]. Where people were in receipt of end of life care visitors were not restricted. Visits to other people were arranged by appointment and took place in people's rooms rather than communal areas.

The service had a committed staff team to ensure people received care and support in a safe and hygienic environment. People were supported in the service in accordance with national guidance. The staff team supported people and their relatives to understand the policies and procedures surrounding protection against COVID-19.

Additional cleaning protocols were in place to ensure all high touch points were regularly sanitised. We spoke with the head of housekeeping and looked at cleaning schedules and audits which showed additional systems had been added to increase infection control procedures during COVID-19 pandemic.

Personal protective equipment (PPE) was available to all staff and visitors. Staff and people living at the service were regularly tested for COVID-19.

We spoke with two staff members who confirmed they had received all the necessary vaccinations to work in the care sector. They told us the registered manager kept them updated on any changes to guidance and they had received training in COVID-19 and infection control procedures. They told us, "It's all taken very seriously" and "We work well as a team and are very aware of the importance of making sure systems are followed."

We spoke with two relatives who were satisfied with the way their family members were cared for. Comments included, "I have total piece of mind," "[Person's name] is very well looked after. I have no concerns at all," "Nothing is too much trouble. I know [person's name] is safe at North Hill House" and "I have been able to visit. Is all done professionally."

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

North Hill House

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 27 January 2022 and was announced. We gave the service one days' notice of the inspection.

After the inspection we spoke with two people's relatives to gain their feedback on the service performance and visiting arrangements.

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.
- The service had systems in place to support visits for people living in the home in accordance with the current guidance.

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.