

Hillcroft Care Home Limited

Hillcroft Care Home

Inspection report

135 High Street
Wordsley
Stourbridge
West Midlands
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Tel: 01384271317

Date of inspection visit:
22 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

Hillcroft Nursing Home is a care home providing accommodation and personal care to a maximum of 28 people who may have a physical disability or diagnosis of Dementia. At the time of the inspection, there were 21 people living at the home.

We found the following examples of good practice.

All staff had received relevant training and the provider had a robust system in place to track upcoming due dates.

The registered manager completed spot checks and observations of staff competencies.

The home was clean, tidy and free of clutter.

The registered manager completes regular audits and completes identified actions in a timely manner.

The provider has robust policies' and procedures in place.

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

Hillcroft 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 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 22nd February 2022 and was announced. We gave the service one days' 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.

People were supported to maintain contact with their loved ones through home visits. Visitors were able to see their loved ones where it was most comfortable for them.

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.