

Mayflower Care Homes Limited

# Hillgrove Residential Home

## Inspection report

79 Eleanor Road  
Prenton  
Merseyside  
CH43 7QW

Tel: 01516521708

Date of inspection visit:  
16 March 2021

Date of publication:  
06 April 2021

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Hillgrove Residential Home is a residential care home owned and managed by the provider Mayflower Care Homes Limited. It is registered to provide accommodation and personal care to up to 23 people. At the time of this inspection there were 17 people living at the home.

We found the following examples of good practice.

- The service had procedures and protocols in place which ensured people were admitted into the service and people could visit the service safely in accordance with national guidance.
- People and their relatives were supported to understand the isolation procedures and infection prevention and control measures. The service helped to alleviate people feeling lonely, by providing access to safe supervised visiting, in accordance with national guidance, and video and telephone calls with friends and loved ones.
- Staff were supported in isolation/sickness absence by the provider. Staff support and wellbeing was considered and enhanced during the pandemic.□
- Personal protective equipment (PPE) was widely available and used correctly and there was an extensive testing program in place for staff, people using the service and visitors.
- The home was mostly clean and hygienic. Areas in the home had been redesigned to enable effective social distancing.
- Staff were trained in infection prevention and control (IPC) and had refresher training and guidance in COVID-19 guidelines. There were good links with the local community IPC team for guidance and support.
- There was an IPC policy and associated procedures in place. Contingency plans were in place for future service disruption, including due to infection outbreaks and winter pressures.

## 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**

# Hillgrove Residential 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 coronavirus pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 16 March 2021 and was announced.

## Is the service safe?

### Our findings

S5□ 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 making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policies were up to date.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises, however the staff room area needed improvement as identified in the infection control audit. We have also signposted the provider to resources to develop their approach.