

Mr & Mrs J R Buirds

Hilton Residential Home

Inspection report

Quarry Street
Padiham
Burnley
Lancashire
BB12 8PH

Tel: 01282775016

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24 March 2021

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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

Hilton Residential Home provides personal care and accommodation for up to 21 people in a variety of shared and single bedrooms. At the time of the inspection there were 15 people living in the home.

We found the following examples of good practice

The home has updated visiting policies in response to recent changes to government guidance. Relatives had been given up to date information to support them to plan their visits and keep safe. A variety of alternatives to visits had been provided which included; phone calls, emails, social media platforms and window visiting.

Social distancing and isolation had been maintained. People living in the home had followed the advice provided. The home had made the best use of the space available to minimise risks which included staff handovers being held in the conservatory and staff breaks continued to be staggered.

Staff had received training via video link on the correct use of personal protective equipment, (PPE) and infection control policies, (IPC). Staff we saw were following current guidance on PPE. Staff were able to change at work into their uniforms. The registered manager regularly observed staff IPC practice and provided support when needed. The home received regular contact and guidance from IPC nurses from the local authority and felt they had been well supported.

Testing for Covid-19 had been completed regularly. When someone showed symptoms between regular testing they had additional testing.

The home was clean, there were designated areas with PPE available throughout the home. The provider had made improvements to floor coverings and furniture to improve infection control.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Inspected but not rated

Hilton 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 the Care Quality Commission (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 24 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 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.