

Healthcare Homes Group Limited

The Hillings

Inspection report

Grenville Way
Eaton Socon
St Neots
Cambridgeshire
PE19 8HZ

Date of inspection visit:
11 January 2022

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27 January 2022

Tel: 01480214020

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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

About the service

The Hillings is a residential care home providing personal care to 56 older people some whom are living with dementia at the time of the inspection. The service can support up to 72 people in seven units each having separate adapted and shared facilities.

We found the following examples of good practice.

Current government guidelines in relation to COVID-19 were being followed this ensure that both staff and visitors reduced the risk of infection to people living at the home. This included comprehensive checks for staff and visitors on arrival. This included taking your temperature, checking your COVID-19 status, a health questionnaire and undertaking an lateral flow test.

The Hillings managed risk in relation to infection well, where people were unable to social distance regular observation checks were recorded and increased touchpoint cleaning was undertaken.

In the case of an outbreak contingency plans were in place. The service layout provided units to reduce the risk of cross contamination. Staff were allocated to work only in one unit and not work across units where people had already tested positive for COVID-19.

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

The Hillings

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 care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 11 January 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.
- We were assured the provider was facilitating 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.