

Woodlands & Hill Brow Limited

# Hill House

## Inspection report

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18 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

Hill House is a residential care home that was providing accommodation with nursing care to 46 older people who may experience dementia at the time of the inspection. Nursing care is provided to people across three floors of a purpose-built building.

We found the following examples of good practice.

The provider had acted to make sure people could have visitors safely. There was a hand washing facility prior to entering the home with instructions on good hand hygiene. Temperature and symptom checks were made prior to entry.

Family visits had been facilitated through a separate room with its own access from outside using screens. This room included a microphone and speaker system to support people who have difficulty hearing. In addition, there was a visitor lounge used when screens were not needed. When unable to have visits, the provider supported people with video or telephone calls to keep in touch with family. The provider had bought iPads and upgraded their WiFi to ensure this worked well.

At the height of the pandemic the provider had arranged a weekly virtual ward with the local GP to ensure people could be seen but minimising the risk of spreading infection.

Personal protective equipment (PPE) guidance and practice followed government guidance. The manager had put detailed processes in place around infection prevention and control (IPC) and PPE for staff to follow. Some staff were part of the provider's "Infection Control Army" and were trained to a higher level to be able to support their colleagues with good practise.

The provider had a thorough policy for admissions including COVID-19 testing and a zoned area to isolate people on admission from other residents in the home. Where it was difficult for people living with dementia to self-isolate, a separate area of the home had been set up to allow them to move around but still isolate. This worked well preventing the spread of COVID-19 in that area.

## 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**

# 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 on 18 February 2022 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.
- The provider allowed visiting in line with government guidance. They provided on site visiting and prioritised visits for essential caregivers and people who were end of life or receiving care in bed. Where relatives were unable to visit, virtual visits were in place to reduce the impact on people's wellbeing.

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.