

Hillside View Nursing Home Care Home Service

8 Nethercraigs Road
Paisley
PA2 8UE

Telephone: 01418 848 555

Type of inspection:
Unannounced

Completed on:
22 June 2021

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300713

About the service

Hillside View Nursing Home is registered with the Care Inspectorate to provide a care home service for up to 57 adults. The service is owned and operated by HC One Limited, a nationwide private sector provider.

Hillside View is situated below the Gleniffer Braes, in a residential area at the outskirts of Paisley. The home is modern and purpose-built. All rooms are for single occupancy and have en-suite facilities. Bath and shower facilities are shared.

The home has got two floors, with a separate unit operating on each floor. Each floor has communal spaces for dining, activities and spending some quiet time. The service also benefits from an accessible enclosed garden.

The unit on the upper level supports people aged 65 and over who are living with dementia.

The ground floor unit supports people over 45 with alcohol related brain damage or alcohol related dementia/Korsakoff's disease. This also includes a short stay service.

The provider's philosophy of care states that "by providing an atmosphere of individual care and attention for our service users this will contribute to their wellbeing and comfort so that they are enabled to enjoy life to their fullest potential."

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by inspectors from the Care Inspectorate.

What people told us

People experiencing care told us that they felt safe and confident that the care home was clean.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?**5 - Very Good**

There was a focus on ensuring robust management of infection prevention and control within this care home and this meant the environment was clean and fresh. The care home furnishings, fixtures and shared equipment were clean and very good systems were in place to ensure these were well maintained. Staff and people experiencing care said that they felt safe in relation to infection prevention within the care home.

Housekeeping had a lead role in ensuring best practice was followed and the equipment and products were managed to a very high standard.

The care service had four Infection and prevention champions who were actively involved in supporting staff in their learning, development, and practice. Staff were compliant with training and there was evidence of their confidence and competency being checked. Audit activity was evident, and action taken appropriately to ensure standards in practice were maintained.

Current Covid-19 infection prevention and control guidance was accessible to staff. Systems were in place to ensure all staff were made aware of changes and supported in their role to implement these.

A plentiful and accessible supply of PPE was stored, and appropriate procedures were in place for the disposal of clinical waste.

Testing reflected the current guidance in relation to residents, staff, and visitors to the care home. Weekly testing of staff was well established within the home. This meant that the risk of infection was reduced.

There was evidence that all necessary precautions were in place to support visiting in line with the current 'Open with Care' guidance.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	5 - Very Good

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