

Renovo Farnborough Limited

Victoria House

Inspection report

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Date of inspection visit:
20 January 2022

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04 February 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Victoria House is a care home. It is registered to provide accommodation with personal care for up to 22 people who might be living with a physical disability or sensory impairment. The service specialises in rehabilitation following acquired brain injury. Accommodation is in a spacious adapted property with inside and outside shared areas and dedicated therapy rooms.

We found the following examples of good practice.

The provider worked within government guidance to support family visits in line with people's person-centred care needs. When more strict precautions were needed for safe visiting during the pandemic, the provider had made suitable arrangements such as facilities for garden visits.

The registered manager reported no impact on people's care because of sector workforce challenges. They had maintained staffing levels through the use of suitable agency staff. They had recruited new staff who were due to start work shortly after our inspection.

The provider had made use of the available space in the home to support people and visitors to keep safe distances when required. Some rooms had both en suite bathrooms and small private kitchens which would make it easier for people to isolate if necessary.

The provider maintained high standards of hygiene, cleanliness, and maintenance. An internal infection control audit had identified improvements to facilities for staff to put on personal protective equipment (PPE) safely, and new PPE stations had been ordered. The registered manager took and followed advice from both the provider's organisation and local health and social care partners, particularly around safe visiting in exceptional circumstances.

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

Victoria 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. We received information of concern about staffing at this service. 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 20 January 2022 and was unannounced.

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 the provider was preventing visitors from catching and spreading infections.
- We were assured the provider was meeting shielding and social distancing rules.
- We were assured the provider was admitting people safely to the service.
- We were assured the provider was using personal protective equipment (PPE) effectively and safely.
- We were assured the provider was accessing testing for people using the service and staff.
- We were assured the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured the provider was making sure infection outbreaks could be effectively prevented or managed.
- We were assured 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.