

Miss S G Howard

Victoria Lodge Care Home

Inspection report

11 Victoria Road
Acocks Green
Birmingham
West Midlands
B27 7XZ

Tel: 01217077921

Website: www.victoria-lodge.co.uk

Date of inspection visit:
05 February 2021

Date of publication:
26 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Victoria Lodge Care Home provides accommodation and personal care to a maximum of 24 older people. At the time of our visit 22 people lived at the home. Some people lived with dementia.

We found the following examples of good practice.

- A visitor protocol was in place. On arrival at the home the temperature of visitors was recorded. A lateral flow test and a risk assessment were completed to ensure visits took place safely.
- People were supported to maintain contact with others who were important to them. A visiting pod had been built in the rear garden. The pod was divided by a Perspex screen which meant people were able to see and talk to their visitors in a safe and comfortable environment.
- People were supported to maintain contact with their chosen faith groups in a variety of ways including watching religious services via the internet. This had a positive impact on people's wellbeing.
- A senior care worker was a 'Mental health first aider.' They were trained to spot signs of mental ill health amongst the staff team and take action to support positive wellbeing. A confidential helpline was available for staff to seek advice and support.
- The hours staff worked had been reviewed and amended which made staff feel supported. Staff had received training from a variety of bespoke training providers to ensure they had the knowledge and skills they needed to provide safe care to people during the pandemic.
- Staff uniforms remained at the home and were laundered at the end of each shift. This practice minimised the transmission of Covid-19.
- Cleaning schedules had been increased and additional audits had been implemented to monitor cleanliness and staff compliance with the provider's infection control policy.

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 Lodge Care 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 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 05 February 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.