

The Regard Partnership Limited

Victoria House

Inspection report

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03 March 2021

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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 residential care home, which provides accommodation and support to people with a learning disability and/or autism. The service is registered to support a maximum of 11 people. At the time of the inspection four people were living at the service.

We found the following examples of good practice.

People were supported to stay in touch with their loved ones and to occupy their time in a meaningful way when they were unable to spend time outside of the service. Discussions had taken place with relatives and professionals when people lacked the capacity to understand the risks associated with COVID-19. Staff understood how people needed to be supported to stay safe.

Visiting was staggered to help ensure safety measures and social distancing was adhered to.

Staff had received infection, prevention and control training; they wore PPE correctly, understood the importance of it, and spoke confidently about how they put it on and took it off in line with infection control guidelines. People who lived in the service were supported to understand the importance of hand-washing and social- distancing.

Cleaning routines at the service had been increased which now included high touch areas, such as door handles and light switches.

There was an enthusiastic approach to testing, and the vaccine had been rolled out to people and staff. Risk assessments were in place as required and measures were being taken to protect people and staff who were assessed as being in a vulnerable category.

The registered manager had a good understanding of infection, prevention and control guidance and was confident in their decision-making processes, liaised with relevant agencies, and knew how to access local support.

A contingency plan was in place which detailed the action needed if an outbreak occurred. A well-being package was in place to support staff and regular on-line meetings were held to keep staff up to date with guidance and other important information.

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 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 3 March 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 somewhat assured that the provider was preventing visitors from catching and spreading infections. Visitors were asked to complete a health declaration and have their temperature checked when they arrived at the service. However, these checks were carried out once the visitor had entered the home. Following the inspection, the registered manager assured us changes had been made so visitors were screened for any signs of infection before entering the service.
- 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 have also signposted the provider to resources to develop their approach.