

# Key Healthcare (Operations) Limited

## Victoria House

### Inspection report

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20 November 2020

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### Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

### About the service

Victoria House is a care home which provides residential and nursing care for up to 68 people across two adjacent buildings. Some people at the service were living with dementia and/or mental health conditions. The service had been identified by the Local Authority as a designated care setting. A designated care setting is intended for people who have tested positive for Covid-19 and are being admitted to a care home from hospital. The provider had designated 10 beds to support people to be able to be discharged from hospital.

We found the following examples of good practice.

- The service had identified a dedicated unit within the home so they could safely admit people who were positive for Covid-19. Access to and from this unit was separate from the rest of the home. A cohort of staff would work in this unit to minimise the risk of transmission.
- The designated unit looked clean and hygienic. High touch areas such as handles, and switches received additional cleaning up to four times daily.
- Environmental, coronavirus and infection control policies, procedures and audits were in place to ensure infection prevention procedures were robust.
- Staff who were planned to work on this unit were up to date with their training on infection prevention and control.
- Personal protective equipment (PPE) was worn by staff following government guidance.
- There was clear signage on the correct use of PPE and correct handwashing techniques.
- There were risk assessments to manage and minimise the risks Covid-19 presented to people who used the service, staff and visitors.

We were assured that this service met good infection prevention and control guidelines as a designated care setting.

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

No ratings were awarded following this inspection. We were assured the service were following safe infection prevention and control procedures to keep people safe.

### 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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a review of infection control and prevention measures in care homes.

The service had been identified for use by the Local Authority as a designated care setting in response to the Winter Plan for people discharged from hospital with a positive Covid-19 status. This inspection was to ensure that the service was compliant with infection control and prevention measures.

This inspection took place on 20 November 2020 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.