

Renovo Farnborough Limited

Victoria House

Inspection report

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Date of inspection visit:
10 November 2020

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23 December 2020

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 Care Home 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. Accommodation is in a well-spaced residential property spread over two floors.

We found the following examples of good practice.

The provider had acted to make sure people could have visitors safely. There had been a temporary gazebo in the garden during the summer, good use of the outdoor space, and video conferences for families who could not visit physically. The provider planned to use part of the building for visits during the winter once Perspex screens were in place, with suitable use of PPE, social distancing and cleaning protocols in place.

The provider had anticipated guidance and acted proactively to keep people safe. For example, they had started a home lock down before this was included in government guidance. This had reduced the risk of COVID-19 entering the home. They supported people to understand the changes with visual posters and Easy Read leaflets.

The provider was able to use multiple separate zones with their own lounge area to improve isolation. They had also swapped the gym and dining areas to enable better social distancing.

The provider had acted to make sure new standards of hygiene and cleanliness could be maintained. They had used appropriate cleaning products, and robust cleaning checklists, processes and audits were in place to meet the new standards.

The staff team had responded positively to the new infection prevention and control procedures. The provider had kept the home free of COVID-19 at the time of our visit.

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?

We were assured the service was following appropriate 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 thematic review of infection control and prevention measures in care homes.

This inspection took place on 10 November 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

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.