

Butacare Limited

Victoria Cottage

Inspection report

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28 February 2022

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Victoria Cottage is a residential care home supporting up to 12 people with personal care. At the time of our inspection 11 people were living in the home. People had their own bedrooms and bathrooms were either en-suite or shared. Other shared communal areas included two lounges, a dining room and a garden.

We found the following examples of good practice.

Visiting arrangements followed government guidance. Visitors pre-booked their visits with the registered manager to keep track of how many people would be coming into the home. All visitors were subject to a range of screening procedures, these included providing evidence of a negative lateral flow test (LFT), completing a COVID-19 questionnaire and having their temperature taken. Professionals visiting people at the home had to show their COVID-19 vaccination passes or show proof of their exemption.

Staff had received training in infection prevention and control (IPC) procedures, including how to take off and put on their personal protective equipment (PPE).

The registered manager ensured there was always enough PPE available for staff. Staff were observed wearing PPE during our inspection, and people we spoke to said staff always have their masks on.

A programme of testing for COVID-19 was in place for all staff and people living at the service.

People living in the home were assessed daily for development of symptoms of COVID-19. Vitamin D supplements were given to people to boost their immune system as per pharmacy advice and daily health drinks were freshly prepared.

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 Cottage

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. 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 28 February 2022 and was announced. We gave the service 48 hours' notice of the inspection. This was so we could adhere to any COVID-19 requirements and to help keep people safe.

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 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 making sure infection outbreaks can be effectively prevented or managed.
- We were somewhat assured that the provider was promoting safety through the layout and hygiene practices of the premises. There were some infection prevention and control risks associated with the environment, specifically relating to several of the shower facilities. In wet rooms disused shower rails contained dust which could potentially transmit infection posed by micro-organisms into the home environment. There was also equipment including mops and buckets stored within one of the wet rooms. We also found a damaged toilet roll holder in a persons en-suite. These items would make it particularly difficult to clean and disinfect effectively. Other examples we found included areas of damaged paint on handrails and insecure waste bins. The registered manager confirmed that there are plans to update the environment at the service, including the redecoration of the home and re-design of the bathroom facilities that had recently been damaged. There had not been any adverse impact on people and shower curtain rails, and the toilet roll holder have been removed from the service. The registered manager confirmed they will seek guidance to ensure more detailed cleaning schedules are implemented within the home.
- We were somewhat assured that the provider's infection prevention and control policy was up to date. The IPC policy had recently been reviewed. However, this policy refers to infection control audits being undertaken for ongoing quality monitoring processes to identify and drive forward any improvements that are required. IPC audits were taking place monthly, however we noted that the IPC audit tool did not include all areas of the home, for example, en-suites, bathroom or individual toilet facilities. This meant that any shortfalls relating to hygiene practices within some areas of the home would not be identified.

The provider was facilitating visits for people living in the home in accordance with current guidance. Visits

took place in people's bedrooms, the sun lounge or in the garden. People we spoke with confirmed this and were happy with the arrangements in place. On relative said, "There have been times when we couldn't go in the home, but the staff would facilitate me walking beside [family member's] wheelchair, and we would stroll around the local park."

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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.

We have also signposted the provider to resources to develop their approach.