

Sharda Care Limited

# Victoria Care Centre

## Inspection report

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11 August 2020

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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 Care Centre is a 'care home.' It provides nursing care and accommodation for a maximum of 115 people across four units in a purpose-built home. People using the service had a range of needs, most were older people, some of whom were living with dementia. The nursing home also provides specialist support for people including those who have experienced a head or brain injury. At the time of this visit there were 99 people living in the nursing home.

We found the following examples of good practice.

There was a strict infection prevention and control protocol that was followed by all staff and anyone else who enters the home. A washbasin was installed outside an entrance of the care home during the early days of the Covid 19 pandemic. This combined with hand sanitiser and a shoe sanitising mat helped ensure that the risk of infection coming into the home was minimised. Personal protective equipment (PPE) including face masks, disposable gloves and aprons were then put on and a temperature check is completed before staff entered the areas of accommodation in the home. This has helped to minimise, prevent and control infection.

An area of the home inside an entrance of the home had been specifically allocated for staff to change from the clothes that they had worn whilst travelling to work into a clean uniform, (laundered daily by the home) before they started their shift within one of the units. Staff's travel clothes were bagged and placed in a locker. These bags were laundered at the end of each shift. This practice supported infection control in minimising the risk of cross infection.

The care home has supported people to receive visits from family and friends for some time without visitors having to enter the home. A purpose made attractively decorated, clear plastic screen located at one entrance of the home provided a barrier between the visitor and the person using the service. This enabled people to see and talk with their loved ones, whilst keeping other people and staff safe.

People using the service and staff had access to regular testing for Covid 19. This has helped identify staff who have Covid 19 including those that have not shown any symptoms. Any staff who have tested positive have isolated in line with Government guidance. Designated trained staff have carried out the tests to ensure that people and staff were tested in a consistent, safe way. An area of the home has been allocated and used specifically to isolate and care for people diagnosed with Covid 19.

All staff had received training on Covid 19, infection control and the use of PPE. During each working shift a member of staff demonstrated to other staff the correct way to don and doff (put on and take off) PPE. This helped staff remain familiar with the correct procedure and keep people safe. Staff have each been provided with a leaflet in picture format that shows and reminds them of the proper donning and doffing procedure.

There was a designated member of the housekeeping team who spent their whole shift cleaning frequently

touched surfaces, such as light switches. The housekeeper started from the ground floor reception area and then worked their way through the units and other areas of the home, before repeating the process. This helped prevent and control infection within the home. We saw this house keeper carrying out these cleaning duties during our visit.

Staff well-being has been supported by having all their meals provided by the service. Staff did not have to bring food into the home or go to the local shops and supermarkets to buy food for their meals. Therefore, there was less risk of staff encountering people in shops, so minimising the risk of bringing infection into the home.

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?**

Details are in our safe findings below.

**Inspected but not rated**

# Victoria Care Centre

## **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 11 August 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.