

Regency Healthcare Limited

# New Victoria Nursing Home

## Inspection report

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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

New Victoria Nursing Home is a care home providing personal and nursing care for up to 30 people. The home is set on three levels. There are two lounges located on the ground and third floor. Bedrooms are located on all three floors and are single accommodation.

As part of the inspection process, we requested documentation to be sent to us to inform our judgement. We have taken this into account when making our judgement.

- The provider had not done all that is reasonable to lessen risk. Staff were not always provided with training in infection prevention and control and risk assessments did not always key areas such as underlying health conditions. This was a breach of regulation 12 of the Health and Social Care Act (Regulated Activities) Regulations 2014.

We discussed this with the provider. They told us they would ensure staff undertook training and they would review the risk assessments in place.

We are mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

You can see the action we told the provider to take at the back of this full report.

We found the following examples of good practice.

- Staff supported people to use electronic tablets and telephones to maintain contact with loved ones.
- Adequate handwashing facilities, infection control gel and personal protective equipment (PPE) was available to support best practice.
- People were supported to access health professional advice through the use of technology.
- The service was taking part in the whole home testing process. People and staff were offered the opportunity to participate.

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 not assured the service were following safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# New Victoria Nursing Home

## **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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 03 November 2020 and was announced.

# Is the service safe?

## Our findings

How well are people protected by the prevention and control of infection?

- We were not assured staff had received sufficient training to enable them to limit the risk and spread of infection. Eight staff had not received training in infection prevention control. Five staff had received training in infection prevention control, but it was not clear when this training was completed. Three staff had received training in infection prevention and control in 2018 and eight staff had received training in infection prevention control in 2019. Staff had not received refresher training within 12 – 15 months, as expected by the registered provider.
- We were not assured the provider had completed appropriate risk assessments to minimise the risk and spread of infection. For example, those provided to us did not consider key areas such as underlying health conditions or use of agency staff.

The provider had not taken all reasonable steps to assess and control risk and had not done all that is reasonable to mitigate risks.

This placed people at risk of avoidable harm. This was a breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We were informed staff had received training in donning and doffing of personal protective equipment.

- The providers infection control policies contained conflicting information. The Coronavirus Policy and Procedure recorded staff should self-isolate for 10 days, the Infection Control Policy and Procedure recorded staff should self-isolate for seven days if they suspected they had symptoms of corona virus.
- Staff supported people to use electronic tablets and telephones to maintain contact with loved ones to help maintain personal relationships.
- Adequate handwashing facilities, infection control gel and personal protective equipment (PPE) was available to support best practice.
- Resources such as personal protective equipment were easily accessible by staff.
- People were supported to access health professional advice through the use of technology. Health professionals were able to review people's health and give advice through video meetings.
- The service was taking part in the whole home testing process. People and staff were offered the opportunity to participate in tests on a regular basis and results of tests were obtained.

This section is primarily information for the provider

## Enforcement actions

The table below shows where regulations were not being met and we have taken enforcement action.

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment
Treatment of disease, disorder or injury	The registered provider had not taken all reasonable steps to assess and control risk.

### **The enforcement action we took:**

We served a warning notice for this breach in regulation.