

# Key Healthcare (Operations) Limited

## Victoria House

### Inspection report

Park Road North  
Middlesbrough  
Cleveland  
TS1 3LD

Tel: 01642242975  
Website: [www.keyhealthcare.co.uk](http://www.keyhealthcare.co.uk)

Date of inspection visit:  
03 November 2020

Date of publication:  
19 November 2020

### 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. We inspected a unit with ten bedrooms allocated to be part of the designated scheme. There was no one living on this unit at the time of the inspection.

We found the following examples of practice.

- There was movement of staff between the laundry and the planned designated unit. The provider was working on a solution to prevent this.
- People isolating in the designated unit would have their own dedicated staff who provided a support bubble to support all their needs, including their meals and social support. However, this still needed to be arranged.
- National guidance was not followed on the use of personal protective equipment (PPE). Staff were not wearing PPE on the day of the inspection.
- There was a plan in place to admit people safely to the home. Work was needed to ensure people already living at the home were kept safe and away from the designated unit and make sure it was completely separated.
- There was clear signage on the correct use of PPE. Signage was still needed for handwashing techniques and not all staff had received appropriate infection control and prevention training.
- The environment was clean. Additional cleaning was planned to take place including of frequently touched surfaces.
- There were detailed risk assessments to manage and minimise the risks Covid 19 presented to people who used the service, staff and visitors.
- Staff had been consulted with about their specific risks or concerns. The registered manager was planning on revisiting the risk assessments with all staff.

We were not assured that this service currently met good infection prevention and control guidelines as a designated care setting

## 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.

**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 3 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 not assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were not assured that the provider was preventing visitors from catching and spreading infections.
- We were not assured that the provider was using PPE effectively and safely.
- We were assured that the provider had processes in place to meet shielding and social distancing rules.
- We were assured that the provider had processes in place to admit people safely to the service.
- 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 assured that the provider's infection prevention and control policy was up to date. However, staff were not following this.

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