

HC-One Limited

# Victoria House Nursing Home

## Inspection report

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15 March 2021

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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 House Care Centre is a purpose-built care home providing personal and nursing care to older people and older people living with a dementia. The home can accommodate up to 70 people and at the time of our inspection there were 43 people living at the home.

We found the following examples of good practice.

The home was once again open to visitors with careful checks and some restrictions in place. One designated relative could make an appointment to visit their family member in the home. Window visits were permitted for additional members of the family. Lateral Flow Testing (LFT) was done and visitors had to wait for a negative result before being escorted into the home. PPE was provided to all visitors. Temperatures were checked and health screening forms were completed. Fortnightly newsletters were sent to relatives and video and telephone calls were also taking place.

Wherever possible staff worked on the same unit to minimise risk of cross contamination. People were admitted to the home safely and isolated for 14 days after their arrival. Staff and people who lived at the home were tested regularly for COVID-19.

The home had a good supply of PPE and this had always been the case. Training on the correct use of PPE had been delivered by an infection control nurse. Staff had a good knowledge of safe PPE practices and we observed staff to be wearing the appropriate level of protection.

The home was clean, uncluttered and well ventilated. Chairs in communal lounges had small side tables placed between them to ensure safe distances were maintained. Outdoor areas had been utilised in good weather and there were further plans for this to be used again once the weather improved. Touch points were cleaned regularly and domestic staff were knowledgeable about the correct products to use to disinfect areas.

The registered manager told us the staff had really looked after each other and staff we spoke with confirmed this. There was a mental health champion and staff can go to them if they need someone to talk to. Staff had access to online training on 'looking after each other in a pandemic' and 'looking after your mental health'. The provider also had a counselling and wellbeing service.

Due to social distancing team meetings were currently only for those staff on duty at the time. The registered manager had introduced a 'jungle drums' newsletter to share information from meetings for those who had not been able to attend. This was more like a magazine than meeting minutes and as a result far more staff were reading it.

There were up to date IPC policies which made reference to COVID -19. Regular spot checks and audits were completed by the registered manager.

## 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 House 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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 15 March 2021 and was announced.

# 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.