

Dukeries Healthcare Limited

# Victoria Care 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

Victoria Care Home provides accommodation and nursing or personal care for up to 93 people. On the day of our inspection, 75 people were either living at the service or having a short respite stay.

We found the following examples of good practice.

Visitors were not able to access the home without providing evidence of a negative LFT result. Professionals were also required to provide evidence of vaccination against COVID-19. There was sufficient space indoors and outdoors for safe visitation to take place. Visitors were limited to agreed areas of the home to reduce the risk of the spread of infection.

Staff were observed wearing PPE where required. When staff provided personal care, new PPE was used before care was provided. Staff were provided with PPE stations outside people's bedrooms when isolating and also at regular intervals throughout the home.

There were numerous communal areas which had been arranged in a way that encouraged social distancing. We observed people being encouraged to social distance by staff. The layout of the home, with three separate units, meant the provider was able to reduce mixing between large numbers of people and staff.

The home was currently in 'Outbreak status' meaning the home was closed to non-essential visitors until the home was clear of COVID-19. However, we were informed that pending results of testing the home was due to re-open soon. Safe isolation procedures were in place to protect others from the risk of infection. There were ample supplies of PPE throughout the home.

The provider had processes in place that ensured the safe admission of new people to the home. People were required to isolate until a negative PCR result (following a negative LFT result) was received. Increased staff presence and activities within their bedrooms was provided to reduce the impact of isolation on people's wellbeing. All new admissions had to meet required vaccination status and negative LFT result before entry was granted to the home.

It was acknowledged isolation for people living with dementia was difficult at times. Increased support from staff was in place where needed. Posters were placed around the home offering guidance and information for people and staff advising them how to spot the signs of COVID-19 and to help to reduce the risk of spreading it.

Regular testing of staff and people was in place. All staff and people living at the home were tested regularly and in accordance with government guidance. The provider had ensured they complied with Government guidelines on testing and vaccination for staff.

Regular cleaning of all touch points and other key areas were carried out throughout the day. We observed the home was visibly clean and tidy.

There were enough staff to support people safely and to cover any staff holidays, sickness and COVID-19 isolation. Agency nursing staff had been used to cover a small number of night shifts. The same staff were used each time to aid consistency of care but also to offer reassurance that those staff were following the required guidelines on vaccination and testing.

The provider considered staff member's wellbeing. A variety of initiatives were in place to thank staff for their support.

The provider had assessed the impact of potential 'winter pressures' and acted accordingly. Regular COVID-19, outbreak and other related audits were carried out to help identify any areas of concern. Action plans were in place and reviewed.

## 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 Care 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 COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has 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 2 February 2022 and was announced. We gave the provider 24 hours' notice of the inspection.

# 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 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.
- The registered manager ensured people were able to see their visitors in such a way that did not increase the risk of the spread of infection throughout the home. People's individual needs had been assessed, and the impact of not seeing visitors would have on their wellbeing. Action had been taken by the registered manager to reduce the risk of people experiencing social isolation and loneliness.

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 service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.