

HC-One Limited

Victoria Gardens

Inspection report

328 Tile Hill Lane
Tile Hill
Coventry
West Midlands
CV4 9DS

Tel: 02476466602

Website: www.hc-one.co.uk/homes/victoria-gardens/

Date of inspection visit:
26 February 2021

Date of publication:
11 March 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Victoria Gardens is a residential care home and provides accommodation and personal care to a maximum of 28 people aged 65 and over. At the time of our visit 13 people lived at the home.

We found the following examples of good practice.

- When visitors arrived at the home, they were screened for symptoms of COVID-19 and were required to complete a lateral flow test. This was to ensure their visit could take place safely in line with current guidance.
- People were supported to maintain contact with those who were important to them in a variety of ways. One person had a hearing impairment and had been provided with headphones which meant they were able to communicate effectively with their family members during zoom calls.
- Wellbeing supervision sessions had been held with staff, and an external confidential advice and support helpline was available to staff to seek advice and support. The hours some staff worked had been changed to support their wellbeing.
- Staff carried a laminated picture card in their pocket which reminded them of the correct way to put on and take off their personal protective equipment. Following the correct procedure is important to reduce the transmission of infection.
- Cleaning schedules had been increased. The management team completed checks to ensure cleaning schedules were followed and staff complied with the provider's infection control policy.

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 Gardens

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 coronavirus 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 26 February 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.