

Delta Care Ltd

Victoria House

Inspection report

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22 December 2020

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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 is a residential care home providing accommodation and personal care for up to 15 older people. At the time of the inspection, 13 people were living at the home.

We found the following examples of good practice:

Staff wore appropriate personal protective equipment (PPE) to ensure people were protected as much as possible from the risk of cross infection. Enhanced cleaning was in place, with areas that were touched often being cleaned frequently.

Staff were following national guidance to manage the outbreak. People were isolating appropriately to reduce the spread of the virus and staff and people living at the home were being tested regularly.

There were clear processes in place for visitors to the service. Visitors were required to book an appointment, to ensure the number of people visiting the home at any one time was limited. They were screened for Covid 19 symptoms on arrival and were required to wear appropriate PPE and maintain social distancing during their visit. Due to the outbreak, only essential visitors were allowed to enter the home at the time of our inspection.

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 assured the service was following appropriate infection prevention and control procedures to keep people safe.

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 was 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 (IPC) practice is safe and the service is compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider had in place.

This inspection took place on 22 December 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 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.