

HC-One Limited

# Victoria Mews

## Inspection report

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Date of inspection visit:  
29 October 2020

Date of publication:  
12 November 2020

## Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Victoria Mews is a care home and provides personal care to a maximum of 30 younger adults, older adults and people living with dementia. At the time of our visit 26 people lived at the home.

We found the following examples of good practice.

- A visitor code of conduct was in place. The code detailed the requirements of all visitors to the home during the pandemic. On arrival at the home the temperature of visitors was recorded, and a risk assessment was completed to ensure visits could be completed safely.
- The registered manager had shared their experiences of how the pandemic had impacted on their service with Healthwatch Coventry. A report of findings had been written in September 2020 to share learning across the sector.
- Staff had been supported in a variety of ways to help them understand and cope during the pandemic. The support including signposting to a confidential helpline for advice.
- The registered manager and deputy manager were 'Mental health first aiders.' This meant they were trained to spot signs of mental ill health of their staff and take action to support positive wellbeing.
- Staff wore masks with clear panels to aid communication. This meant people who had hearing impairments could read their lips. Guidance had also been implemented to help staff communicate with people whilst they were wearing a mask.
- Cleaning schedules had been increased and additional audits had been implemented to monitor cleanliness and staff compliance 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?**

We were assured the service were following safe infection prevention and control procedures to keep people safe. □

**Inspected but not rated**

# Victoria Mews

## **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 conducting a review of infection control and prevention measures in care homes.

This inspection took place on 29 October 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.