

Optimum Specialised Homes Limited

Stoke House

Inspection report

6 Stoke Poges Lane
Slough
Berkshire
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Tel: 01753674113

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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

Stoke House is a residential care home providing accommodation and personal care to six adults with a learning disability at the time of the inspection. The service can support up to six people.

We found the following examples of good practice.

- There were clear infection control protocols for all people entering the home, such as health screening, access to hand sanitiser, hand washing facilities and personal protective equipment (PPE). Staff provided visitors with directions about what they should do to ensure safety. There was clear signage to remind people about social distancing.
- The registered manager communicated updates about COVID-19 guidance and home protocols to people's relatives, to ensure compliance with infection prevention control.
- Thorough cleaning regimes were followed by staff including checklists for all high touch points.
- Staff supported people to maintain social contact with friends and relatives through video and phone call. The registered manager told us this had become an opportunity for some people to develop their technology and communication skills. The home had visiting facilities in the communal garden or through meeting at a closed window. There was a separate indoor room which could be used for visits. The registered manager was in the process of reviewing visiting protocols for people's relatives in response to recent governmental guidance.
- Staff used social stories with some people to provide information and reassurance about changes to their routines and additional infection control measures. At the beginning of the pandemic one person expressed distressed about staff wearing face masks; to reassure the person staff showed their face briefly whilst maintaining social distancing and wearing a visor before placing the mask on their face.
- Records showed the service considered a person's wishes and emotional wellbeing when reviewing their shielding status. A best interest decision was made to enable the person to access the community and their college setting, supported by staff to follow specific safe measures to reduce risk.
- The registered manager kept up-to-date with government guidance and advice from their local health protection team. They attended regular provider forums held by the local authority and knew who to contact for advice.

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

Stoke 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 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 4 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.