

Olcote

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## Inspection report

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Tel: 01782766204

Date of inspection visit:  
30 March 2021

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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

Olcote is a care home which provides accommodation and personal care for one person in a residential setting. At the time of our inspection there was one person living at the home.

We found the following examples of good practice.

- The registered manager was aware of the new visiting guidance published on 08 March 2021 and was helping the person living at the home to plan a face to face visit with a family member. The person also maintained contact by telephone and writing weekly letters.
- The person living at the home maintained links with a club they attended regularly prior to the lockdown by receiving a weekly telephone call from a member of staff who worked there.
- The registered manager also ensured the person understood how to remain safe to enable them to continue walking the family dogs in a nearby park during the lockdown.
- The home was clean and hygienic and the registered manager carried out regular touch point cleaning to reduce the risk of the spread of infection.

## 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**

# Olcote

## **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 COVID-19 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 30 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 promoting safety through the layout and hygiene practices of the premises.

We were somewhat assured that the provider was using Personal Protective Equipment (PPE) effectively and safely. For example, the masks being worn did not follow current guidance. The registered manager had not undertaken any training or accessed any guidance to effectively safeguard staff, visitors and people using the service.

We were somewhat assured that the provider was accessing testing for people using the service and staff. The registered manager had not applied for coronavirus testing kits to test people and staff of their care home via the online care home portal. During our visit, we supported the registered manager to register and obtain testing kits.

The provider's Infection Prevention and Control Policy had been updated in relation to Covid-19. However, we were somewhat assured that risks to people and staff were thoroughly assessed to ensure infection outbreaks can be effectively prevented or managed. Risks associated with staff had not been identified to ensure appropriate measures were put in place to mitigate the risk of transmission of infection. In addition, the registered manager was the sole employee of the service and contingency arrangements needed to be identified to ensure the service could be continued in the event of them being unavailable during an outbreak.

The registered manager assured us they would take action to address the above concerns and commence testing as soon as they received the kits. We will return to visit as per our re-inspection programme. If we receive any concerning information we may inspect sooner.

We have also signposted the provider to resources to develop their approach.