

Mr & Mrs R C Northover

Stoke Knoll Rest Home

Inspection report

142 Church Road
Bishopstoke
Eastleigh
Hampshire
SO50 6DS

Tel: 02380612402

Website: www.northovergroup.co.uk

Date of inspection visit:
21 January 2021

Date of publication:
04 February 2021

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The home provides accommodation for up to 25 older people with personal care needs. All areas of the home were accessible via stairs equipped with electric stair lifts and there were lounges/dining rooms on the ground floor of the home. There was accessible outdoor space from the ground floor.

We found the following examples of good practice.

- Everyone who used the service had their own personal COVID-19 risk assessment in place, to mitigate the risk of COVID-19 infection. We saw a risk assessment was in place to support people in receipt of end of life care to receive visitors.
- Staff had received thorough donning and doffing of PPE training and refreshed this training every three months.
- All staff had had a supervision meeting with the registered manager to explain the importance of regular testing for COVID-19 and to enable them to ask questions without other staff being present.

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 Knoll Rest Home

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 21 January 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.

We advised the provider to update their COVID-19 policy regarding the sharing of staff between services to reflect actual practice. Following the inspection the provider sent us a revised copy of their COVID-19 policy.