

Care Network Solutions Limited

# Avon Lodge and Avon Lodge Annex

## Inspection report

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## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Avon Lodge is a care home which can provide personal care and accommodation for up to 12 people. 10 people with a learning disability and or autism lived there at the time of the inspection. Some people also required mental health support.

Avon Lodge Annex is a supported living service where people live in their own individual tenancies. CQC only inspects the service being received by people provided with 'personal care'; help with tasks related to personal hygiene and eating. Where they do, we also take into account any wider social care provided. The people who lived at Avon Lodge Annex did not receive a regulated activity of personal care when we visited. We therefore did not inspect this part of the service.

The two services are next door to each other.

We found the following examples of good practice.

- People had been supported to understand the COVID-19 virus using easy read documents and personalised communication. This had supported people to understand testing, social distancing and the outbreak management. People's anxiety about the virus and changes to their lives were reduced because of this work.
- Personalised support was risk assessed where people did not understand the guidance in relation to self-isolating in their room. This approach had led to positive support which promoted both independence and safety.
- Staff supervised all essential visitors to ensure social distancing and infection control guidelines were followed. All visitors were asked a set of screening questions to ascertain any risks posed and for the NHS track and trace service.
- People could choose to use applications such as video calls to maintain contact with their families.
- The provider was fully aware of all current best practice guidance including the safe admission of people from hospital. This had been communicated to people, their families and staff as and when updates occurred.
- Personal Protective Equipment was available for staff and visitors in designated stations throughout the service. This reduced the risk of transmitting infections.
- Cleaning schedules were thorough. The schedules through the day were continued at night to ensure all areas were regularly cleaned to reduce the risk of transmission.
- Staff were able to seek quick healthcare support when people needed this. People's health was monitored twice per day to check for any signs they required additional medical support. We signposted the registered manager to a further tool to aid staff recognising signs of deteriorating health.
- The registered manager had recognised the challenges staff had overcome during the pandemic and had ensured support sessions for staff were available to de-brief and offload their feelings. This supported staff resilience.

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 safe infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Avon Lodge and Avon Lodge Annex

## **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 care homes with outbreaks of coronavirus, we are conducting reviews to ensure that the Infection Prevention and Control practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 24 November 2020 and was announced.

# Is the service safe?

## Our findings

- 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 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 were assured that the provider was using PPE effectively and safely.