

Avon Lee Lodge Limited

Avon Lee Lodge

Inspection report

Preston Lane
Burton
Christchurch
Dorset
BH23 7JU

Tel: 01202476736

Website: www.avonleelodge.co.uk

Date of inspection visit:
11 January 2021

Date of publication:
05 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

Avon Lee Lodge is a residential care home that can accommodate up to 30 older people. Accommodation is provided both in the main house and three self-contained assisted living pods set within the gardens.

We found the following examples of good practice:

People, staff and visitors to Avon Lee Lodge were protected from risks of infection as policies and staff practices reflected best practice guidance. Visiting was by appointment only. Staff trained in infection, prevention and control (IPC), met visitors at the entrance. This ensured adherence to the guidance, including checking temperatures, a health questionnaire, hand cleansing and wearing personal protective equipment (PPE).

The premises and equipment were visibly clean. The cleaning schedule and housekeeping staffing hours had been reviewed and reflected the additional cleaning required to help keep people safe.

Changes to the environment included creating safe indoor visiting areas which included screening between people and their visitors and utilising an external door avoiding non-essential visitor footfall in the building.

People were kept up to date with government guidance aimed at keeping them safe, involved in decisions, and their consent obtained. This included consent to testing and receiving a vaccine.

Risks to people's mental well-being were understood and actions to reduce risk of social isolation had included video calls to family and friends and increased social visits to people's rooms when self-isolating. A video tour of the home had been produced to help people new to the home familiarise themselves with their surroundings when initially self-isolating.

PPE was used correctly, in good supply and available throughout the home. People and the staff team were able to participate in regular testing in line with government guidance. Staff were up to date with IPC training including how to put on and take off their PPE safely. A monthly support call was being provided by a designated IPC lead from the local health authority.

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

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?

Further information is in the detailed findings below.

Inspected but not rated

Avon Lee Lodge

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 reviews to ensure Infection Prevention and Control (IPC) practices are safe and services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 11 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.