

Healthcare Homes (LSC) Limited

Avon Lodge Care Home

Inspection report

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Avon
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Date of inspection visit:
13 January 2022

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23 February 2022

Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	Inspected but not rated
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Summary of findings

Overall summary

Avon Lodge is a care home providing nursing and personal care for up to 62 older people.

We found the following examples of good practice.

Relatives told us, "I have always found the cleanliness and the hygiene at the home extremely good. The housekeepers are great in keeping it spotless and take pride in what they do", "The staff always have masks on" and "My experience over the years of Avon Lodge is that it is a warm, caring loving home and the staff are amazing".

There was a clear and safe process in place for visitors to the home and this was in line with current guidance. Visitors were asked to take a lateral flow test before attending the home and on arrival temperatures were taken. There was Personal Protective Equipment (PPE) available for their use and hand sanitisers. Arrangements were made to accommodate essential visitors, if anyone wanted to have one.

Staff wore masks at all times and had good supplies of PPE which they wore whilst delivering personal care.

The service undertook regular testing of people in the home and staff. If a person in the home tested positive, guidance was followed to isolate in their room. For staff needing to isolate, support was given for them to be able to do this.

The home was cleaned regularly and this was monitored through audits and checks. There were staff on duty during our inspection, carrying out cleaning duties.

The home had experienced some workforce pressures as a result of the pandemic, but this was being managed well. Regular agency staff were booked and recruitment to vacant posts was underway.

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 Lodge Care 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.

We received information of concern about infection prevention and control measures and staffing at this service. This was a targeted inspection looking at the infection prevention and control measures the provider has in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 13 January 2022 and was unannounced.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

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 were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.