

## Approach Lodge Rehabilitation LLP

# Approach Lodge

### Inspection report

2 Approach Road  
London  
E2 9LY

Tel: 02089812210

Date of inspection visit:  
11 February 2022

Date of publication:  
23 February 2022

### Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

**Inspected but not rated**

# Summary of findings

## Overall summary

Approach Lodge is a small residential care home providing personal care for up to seven adults with mental health needs. At the time of our inspection seven people were living in the service.

Approach Lodge accommodates people in one building across four floors, with each person having their own bedroom and en-suite bathroom. There is also a communal living and dining room, a main kitchen and access to a small outside smoking area.

We found the following examples of good practice.

There were clear procedures in place to ensure visitors could enter the home safely, with a requirement to complete a screening questionnaire and to provide a negative lateral flow device (LFD) COVID-19 test before entering the home.

People and their relatives were given information about visiting and were kept updated about any changes in visiting procedures in the home. Staff discussed COVID-19 with people on a regular basis and shared important information and reminders during daily house meetings. People were encouraged and supported to better understand the risks related to COVID-19 and to keep safe when they went outside.

The service was taking part in regular COVID-19 testing for people and staff in line with current guidance. The provider was aware of recently updated testing guidance and had discussed this with staff to ensure they were all aware of the new testing regime and how they needed to report their test results.

The home had a plentiful supply of personal protective equipment (PPE). Staff had ongoing IPC training and we observed staff following best practice during the inspection. One staff member said, "We have watched the donning and doffing videos and regularly discuss this as a team. We always remind each other about this."

The home was clean and hygienic and there were clear guidelines for staff to follow to ensure cleaning schedules were followed. This included a separate COVID-19 cleaning rota with additional and enhanced cleaning procedures for high touch points in communal areas.

Staff told us they felt well supported in their role and had been kept regularly updated with any changes throughout the pandemic. Staff confirmed there were regular discussions in daily handovers, team meetings and supervisions where they could raise any concerns. One staff member said, "We have a good team and the manager is always here to support us and has always been available."

The registered manager told us they had been well supported by the provider and the local authority since the start of the pandemic. We saw monthly team meetings always covered COVID-19 updates and the provider had also given staff a pay award in recognition of their hard work. The registered manager had also

carried out a recent IPC audit on 22 January 2022 which was aligned with the CQC IPC guidance for care homes to ensure the home was following best practice.

## 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**

# Approach 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 COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had 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 11 February 2022 and was announced. We gave the service less than 24 hours' notice of the inspection.

# 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 saw 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 Government has announced its intention to change the legal requirement for vaccination in care homes, but the service was meeting the current requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.