

CQC INSPECTION Second Consecutive Report With NO Recommendations



Inspection Report

We are the regulator: Our job is to check whether hospitals, care homes and care services are meeting essential standards.

Approach Lodge Limited - 2 Approach Road

2 Approach Road, London, E2 9LY

Tel: 02089812210

Date of Inspection: 17 October 2012

We inspected the following standards as part of a routine inspection. This is what we found:

Respecting and involving people who use services	✓	Met this standard
Care and welfare of people who use services	✓	Met this standard
Safeguarding people who use services from abuse	✓	Met this standard
Management of medicines	✓	Met this standard
Supporting workers	✓	Met this standard
Assessing and monitoring the quality of service provision	✓	Met this standard

The Care Quality Commission made an unannounced visit to Approach Lodge on 17th October 2012. During their thorough all day visit they audited Approach Lodge on different essential standards and would reach one of the following judgements in each outcome looked into:

- a.) Compliant
- b.) Minor Concern
- c.) Moderate Concern
- d.) Major Concern

We are proud to announce that we were judged as "Compliant" in all 6 Outcome areas for the second year running.

This is the best possible outcome available to us and we would like to thank and congratulate our Management team, Jimmy Songa and Supriyo Roy as well as our entire staff team and group of service users for their contribution in this remarkable achievement.

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Special Offer

We are currently offering a discounted rate for new placements at Approach Lodge. This includes enrolment into our fantastic My L.I.F.E programme, including modules such as 'Relationships' 'Money Management' and 'Job Search'.

Please email andrew@approachlodge.co.uk for more information.



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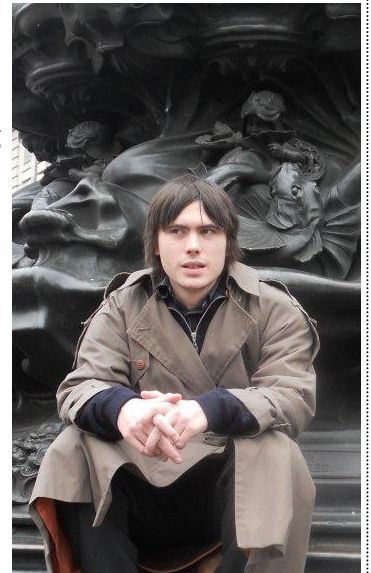
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Adam's Getting Active!



Hello, my name is Adam. During the past few months at Approach Lodge I have been very active. I have done things like gardening, cooking, checking out gyms and visiting Central London. Being at Approach lodge is very fun, I am very happy here and I get along well with everyone.



The Success of the *My L.I.F.E Programme*

Service users at Approach Lodge have had the opportunity of looking more closely and to actually start commencing their My L.I.F.E independence training programme.

They have been showing a great interest in the way the steps to success formulate to promote the skills and knowledge that gives them a greater self belief and motivation towards progress with their lives.

It has been a delight to see the confidence emerging along with communication and the willingness to give something new a go.

These advances have been noticed by staff and other professionals.



How wonderful it was to recently discover that one service user using the programme has been able to highlight a desire to attend a Manchester City Football Club game, not much of a feat you may think however up until this moment staff were unaware that this gentleman was even able to write in the English language.

Now through this amazing programme many thoughts and aspirations will be discovered.

Celebrating the Queens Diamond Jubilee



Earlier in the year all at Approach Lodge staff and service users really wanted to make a special

occasion of celebrating the Queen's diamond jubilee.

Everyone was engaged in activities that were arranged by Approach Lodge which included dancing to the live music that was played at the special concert during the jubilee weekend.



All of the team watched the show throughout the day, listened to the speeches made by her majesty and we all clapped when she finished. Many also went

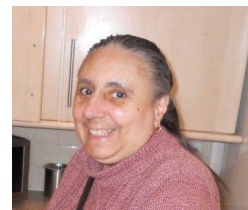
out with staff to celebrate and join in with the street parties.

Everyone who partook in the celebrations really enjoyed the day



Farewell to Helena

"I lived at Approach Lodge for few years. When it was time for me to move on I was confident and ready, as I felt the staff team had helped me to learn all the important life skills I needed.



I think Approach Lodge is the best place I ever lived, so I was nervous about moving on but because of the help, support and encouragement I received from Staff I found I was able to make the move."

Helena moved out in June 2012.

Prior to her move a 'getting to know you' session was arranged with her new care provider and Helena needs in each area of her life was discussed. Her new care team had the opportunity to ask any questions they may have had to enable them to get to know Helena. The Approach Lodge support team cooperated well with the new team to ensure all of Helena's needs are meet.



It is a joy to see Helena now. She is still in contact with her old housemates and



support team, which is really important to her. She celebrated her Birthday in her new placement and invited her

friends from Approach. Helena really treasures her time spent at Approach Lodge and we would like to wish her all the best .

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We recognise this as something to be very proud of, especially seeing as this is second consecutive report where we have been rated as compliant in all areas.

Some of the quotes from the report include:

"We found that the home helped people in a positive way to maintain their mental health and wellbeing."

"Two of the people living at the home did not speak English as a first language. For meetings where information needed to be exchanged about their mental health and wellbeing, interpreters were provided."

"People felt able to approach staff to ask questions or to engage in other conversations."

"Users felt comfortable about talking with any member of the staff team."

"Support needs were being met."

"The home helped people in a positive way to maintain their mental health and wellbeing."

"Staff was aware of the needs of people who suffer from a mental health difficulties and worked in a way that promoted mental health and independence."

"The home provided practical support to help people to develop their living skills to move towards independent community living."

We would again like to take this opportunity to thank everyone who played their part in producing this successful report, and we hope the good work continues.

The full report is available to view on our website **www.approchlodge.co.uk**

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