

Eldahurst Limited

The Firs Rest Home

Inspection report

141 Malvern Road
St Johns
Worcester
Worcestershire
WR2 4LN

Tel: 01905426194

Date of inspection visit:
18 November 2020

Date of publication:
14 December 2020

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

The Firs Rest Home is registered to provide personal care for up to 15 older people some of whom may be living with dementia. At the time of the inspection there were 15 people in residence.

We found the following examples of good practice.

During our inspection staff wore the correct Personal Protective Equipment (PPE) in line with current guidance. Staff were observed following the correct procedure for donning and doffing PPE safely and demonstrated good hand hygiene.

The home only allowed essential visitors at the time of inspection due to current lockdown restrictions. People could see their family during window visits through the large conservatory windows and spoke to them on the phone during the visit.

Contact with people and their families was maintained through regular newsletters and included up to date information on visiting procedures.

People were not accessing the community at the time of the inspection. The provider employed their own activity co-ordinators to promote people's wellbeing. This included magic tricks, bingo, chess, quizzes and arts and crafts.

The home supported people to isolate when required and allocated them a staff member on each shift. This minimised the risk and spread of infection within the home.

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 were following safe infection prevention and control procedures to keep people safe.

Inspected but not rated

The Firs Rest 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 control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 18 November 2020 and was unannounced.

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.

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