

NSR Care Homes Ltd

# Firtree House Nursing Home

## Inspection report

2 Fir Tree Road  
Banstead  
Surrey  
SM7 1NG

Tel: 01737350584  
Website: [www.firtreehousenh.co.uk](http://www.firtreehousenh.co.uk)

Date of inspection visit:  
09 February 2022

Date of publication:  
18 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

Firtree House is a residential care home providing accommodation for persons who require nursing or personal care. It is registered to provide care for up to 33 people and on the day of our inspection, 30 people were living at the service.

We found the following examples of good practice.

The premises were clean and well maintained. Additional cleaning schedules had been introduced since the beginning of the COVID-19 pandemic. High touch areas such as door handles and light switches were cleaned throughout the day by a dedicated team of cleaners.

There were posters on display at the entrance to the home, informing visitors of expectations in line with current government guidance. Hand sanitiser and wipes was readily available in all parts of the home.

Clinical waste was safely disposed of and staff had ready access personal protective equipment (PPE). People's clothes and bed linen were washed separately to prevent cross-contamination.

Visiting was in line with government guidance. People were supported by staff to see their family members in a COVID-safe way, which included producing evidence of a recent negative COVID-19 test before entering the building through a separate entrance.

All staff had received recent training in infection prevention and control (IPC) and were seen to be following correct IPC practices at all times. The registered manager was accepting of all advice and guidance offered by external agencies including the local CCG, Surrey County Council and CQC. There were two designated IPC leads who shared all current government policy updates with staff and family members.

The registered manager and senior leadership team supported staff to provide people with good day to day care. The provider maintained a testing programme in line with current government guidance for both staff and visitors to the service.

## 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**

# Firtree House Nursing 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.

As part of CQC's response to care homes with outbreaks of COVID-19, we are conducting reviews to ensure that the Infection Prevention and Control (IPC) practice is safe and that services are compliant with IPC measures. This was a targeted inspection looking at the IPC practices 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 09 February 2022 and was announced. We gave the service 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.
- The provider consistently followed current government visiting guidance. Family members were updated as soon as the guidance changed.

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.