

## Sohal Healthcare Limited

# Firstlings

### Inspection report

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Heybridge  
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### Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Firstlings is a 'care home'. People in care homes receive accommodation and nursing and personal care as a single package under a contractual agreement with the local authority, health authority or the individual, if privately funded. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

Firstlings provides a service for up to 32 older people, some of whom may be living with dementia. At the time of our inspection, 32 people were living at the service. The building had been adapted and was set on three floors with a large accessible garden.

We found the following examples of good practice:

The management team led by example and worked as part of the team to combat Covid 19. There had been no outbreak of Covid 19 in the service.

The service had taken three new people from the community into the service during lockdown and had done this effectively to keep everyone safe.

There was enough PPE for staff to use and this was worn appropriately. An efficient process was in place when staff entered and left the building. A separate space was used for the changing of PPE to prevent cross contamination. Also, uniforms were changed and washed at the service and ready for staff when they arrived for each shift.

People were fully involved in discussions about Covid 19. The service had been proactive and creative in helping people understand about Covid 19 and its effects, prevention, spread and control. This included the use of picture cards, games, discussion, and one to one support with trying out masks. There was information in easy read and pictures readily available around the service as a reminder of good practice for infection control.

People were supported to see their families in the garden and a clear process and facilities had been put in place to make this happen. People were supported to observe social distancing whilst meeting with their families.

Detailed risk assessments had been carried out for people who used the service and staff. This ensured that everyone's characteristics such as age, sex, ethnicity and circumstances were considered to ensure risks to the spread of infection were minimised for those most vulnerable.

Clear policies, procedures and contingency plans were in place. Effective monitoring provided good management oversight of the day to day running of the service and their preparedness should a second wave of the virus occur.

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?**

**Inspected but not rated**

# Firstlings

## **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.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care services.

This inspection took place on 27 August 2020 and was announced. The service was invited to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

## 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 promoting safety through the layout and hygiene practices of the premises.

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