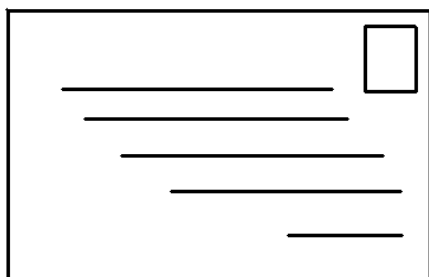


# What we think about

## The Firs

### Easy read report



#### **Address:**

77 The Causeway,

Potters Bar,

Hertfordshire EN6 5HL

# About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

Our job is to check if every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

## About this service



The Firs is a care home. When we visited, nine people who had a learning disability were living there.

**We checked this service on:**

27 March 2019



## What we think about this service



Across all the areas we checked, we think this service is **good**

## 1. Is the service safe?



For the question, 'Is the service safe?', we think the service is **good**



Staff knew how to keep people safe from harm.



People and staff knew how to keep the service safe and clean.



Staff knew how to give people their medicine safely.

## 2. Is the service effective?



For the question, 'Is the service effective?', we think the service is **good**.

The environment was well maintained

Staff talked to doctors to make sure people got medical help when they needed it.

Staff were supported to learn and receive training.

### 3. Is the service caring?



For the question, 'Is the service caring?', we think the service is **good**



Staff gave people enough privacy.



People were able to make choices



Staff were caring towards people.

## 4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service is **good**

People were able to choose what activities they wanted to do.

People were helped to keep in touch with their families when they wanted to.

People had a care plan in place which was used to support them in the right way.

## 5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service is **good**



The manager checked that everything was okay.



Staff were supported to learn and receive training.



Everyone found the management approachable



## What happens next?



We have not asked this service to make any changes, but we will go back to check this again in the future.

## Getting in contact with us



If you would like this report in another format or language, or you would like to tell us something, you can contact us at:

Phone: **03000 61 61 61**

Email: **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**