

Sunrise UK Operations Limited

Sunrise of Banstead

Inspection report

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18 March 2021

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Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Sunrise of Banstead is a care home providing personal and nursing care to 53 people aged 65 and over at the time of the inspection. The service can support up to 97 people.

We found the following examples of good practice.

Staff had received support throughout the pandemic to check on their wellbeing and ensure staff's mental health was prioritised with appropriate support. The provider ran a pilot project within the home looking at bereavement support and counselling. The registered manager told us they had received positive comments about how this had helped staff to explore their feelings and thoughts and how it had helped to flip some negative thinking around to promote wellbeing.

The registered manager had reviewed lessons learnt from other services who had dealt with an outbreak of COVID-19. The registered manager stated this had helped to take on board additional learning and information of what signs and symptoms to look out for which may not have been known previously.

The provider was able to implement an effective zoning strategy within the home. The contingency plan in place gave detail around planning for an emergency or an outbreak of COVID-19. During an outbreak of COVID-19 the registered manager was able to minimise the spread of infection by ensuring the home was zoned off appropriately.

There was an infection prevention and control (IPC) champion in place within the home who was able to support the registered manager with additional changes during the pandemic. This included changes to cleaning schedules to include high touch point areas and daily infection control monitoring.

The provider had in place a robust system to ensure visiting could take place for people living at the home. There was an internal visiting pod with separate entrances for people and relatives which supported the nominated visitor process. Outside visits and window visits were also taking place which enabled more family members to visit. All visits were risk assessed prior to taking place.

The provider had ensured a high level of personal protective equipment (PPE) stock had been maintained throughout the pandemic. Staff were observed to be following the guidance for use of PPE.

The provider had supported people to receive their first vaccine dose. This included supporting people to understand why the vaccine was being offered and responding to any concerns from people or their families. The second dose of the vaccine had been booked for the start of April 2021.

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

Sunrise of Banstead

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 visited the service due to a number of previous outbreaks of COVID-19 within the home. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 18 March 2021 and was announced.

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.