

Sunrise Senior Living Limited

Sunrise of Bagshot

Inspection report

14-16 London Road
Bagshot
Surrey
GU19 5HN

Tel: 01276456000

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28 August 2020

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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 Bagshot is a care home that provides nursing and personal care to up to 99 older people with varying care needs. The service supports people who require minimal support and companionship up to people who require full nursing and dementia care.

We found the following examples of good practice.

Staff wore lanyards with a personal photograph of themselves to enable people to identify who they were despite them wearing face masks. This was to help reduce anxiety people may feel being cared for by a person wearing a mask and to aid familiarity.

Thorough cleaning regimes were maintained with extra staff members being re-deployed from other departments to support with the extra house keeping duties that were being carried out. A fogging machine was purchased to clean furniture. This enabled people to still bring their own furniture into the home when moving in to support them to feel it was still a personalised experience whilst maintaining good infection control practices.

If a person had to isolate in their bedrooms, a rainbow picture was placed on their door to inform staff members that this person was in isolation so they could follow the correct procedures. This allowed for effective communication between the staff to ensure the person received safe care. The rainbow symbol also offered a dignified approach to share information that a person was in isolation.

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

Sunrise of Bagshot

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 homes.

This inspection took place on 28 August 2020 and was announced. The service was selected 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 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.