

Sunrise Senior Living Limited

Sunrise of Esher

Inspection report

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Esher
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Date of inspection visit:
30 March 2021

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22 April 2021

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 Esher is a purpose-built care home consisting of three floors. The service provides care and accommodation for up to 88 people. There were 44 people living at the service at the time of the inspection. Some people at Sunrise of Esher are living with dementia.

We found the following examples of good practice.

Clearly communicated measures were in place to reduce the risk of visitors spreading infection. All visitors were screened for symptoms of COVID-19 before being allowed to enter the home. This included visitors having to complete a lateral flow test before entering the building in accordance with current government guidance.

When there had been people who had tested positive for COVID-19 the management arranged for these people to be supported by a dedicated staff team. This helped to reduce the risk of COVID-19 transmission around the service.

Staff had received regular training about infection prevention and control including specific training from the local Clinical Commissioning Group (CCG) about personal protective equipment (PPE) and how to use it correctly. The frequency of infection prevention and control training had increased in response to the COVID-19 pandemic.

Cleaning had increased during the COVID-19 pandemic and frequently touched surfaces such as lift buttons and door handles were cleaned regularly throughout the day to reduce the risk of infection. There were hand sanitizer dispensers readily available around 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

Sunrise of Esher

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 practice was safe and the service was compliant with IPC measures. This was a targeted inspection looking at the IPC practices the provider has in place.

This inspection took place on 30 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 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.

We found that PPE was being used correctly most of the time, however the level of PPE being used by staff when supporting people to eat was not always sufficient. This was raised with the registered manager during the inspection and practice was changed immediately to be in line with government guidance.

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