

Sunrise UK Operations Limited

# Sunrise of Chorleywood

## Inspection report

High View  
Chorleywood  
Rickmansworth  
Hertfordshire  
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Date of inspection visit:  
16 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 Chorleywood is dually registered under two Sunrise legal entities, Sunrise Senior Living Limited and Sunrise UK Operations Limited. Dual registration is when an applicant has stated and is able to evidence that at least two providers are jointly managing the regulated activities at a single location.

Sunrise of Chorleywood is a 'care home' registered to provide accommodation and nursing care for up to 100 people, some of whom may be living with dementia. At the time of this inspection, 56 people were living at the service.

We found the following examples of good practice.

- The service was receiving professional visitors with robust infection control procedures in place. Visitors were welcomed into the entrance hallway by a member of staff, where they were provided with guidance, personal protective equipment (PPE) and health screening was completed. Each visitor also had their temperature checked and was prompted to wash their hands.
- At the time of our inspection, other visits had been temporarily suspended due to an outbreak of COVID-19 at the service. This suspension was lifted shortly after our visit. Plans were in place to begin face to face visits at the service where one nominated visitor and people could meet and hold hands. Visits were to be pre-arranged, with visitors being provided with a rapid test for COVID-19, guidance and personal protective equipment (PPE). All other visitors were able to continue visiting, with screened visits being facilitated in a designated room. These visits were by appointment only, with times allocated to avoid potential infection transmission with other visitors and to enable the visiting area to be cleaned between visits.
- The service had taken steps to alleviate the negative impact of the pandemic on people. People had been provided a wide variety of in-house activities to support wellbeing including celebrations of festivals and events. A newsletter was compiled which was shared with people, family and friends. The service provided telephone lines into people's bedrooms for private calls and staff had supported videos calls between people and their family and friends.
- The service was clean and hygienic. Robust cleaning regimes were in place, which were methodically completed throughout the day. Isolation, cohorting and zoning had been successfully implemented across the service.
- The provider had developed policies and procedures in response to the COVID-19 pandemic. They had formed a 'COVID-19 Taskforce', who provided regular updates to each service related to the changes in guidance, policy and good practice which were to be adopted. Management oversight and daily checks, alongside regular infection prevention and control audits were in place.

## 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 Chorleywood

## **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 the COVID-19 pandemic we are looking at the preparedness of care homes in relation to infection prevention and control. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 16 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.