

Sunrise UK Operations Limited

Sunrise of Southbourne

Inspection report

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12 January 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 Southbourne can accommodate up to 104 older people in purpose-built premises. There were 66 people living there when we inspected. The home is separated into two communities known as the "Assisted Living Community" and the "Reminiscence Community". The latter provides specialist care for people who live with dementia.

We found the following examples of good practice.

Comprehensive steps had been taken to try to prevent infections being brought into the home by visitors. Staff had been specifically trained to support visitors through a process of handwashing, putting on personal protective equipment (PPE) and completing a questionnaire about their health and recent places they had visited. Their temperature was taken, and a rapid Covid-19 test was carried out. No visits were allowed if a test was positive or the person had a raised temperature.

There were notices to explain these procedures and the manager confirmed that letters had also been sent to all residents and their visitors to explain the process.

An area of the home had been adapted to enable safe visiting. There was external access for visitors and a full screen was in place to protect people from potential transmission of the virus. There was an intercom system to ensure people could hear one another. Visits were planned to allow for deep cleaning of the areas in between.

Where visiting in person was not possible, staff had access to computers and tablets and were able to support people to make video calls. Following learning from other services, a 60" screen had been purchased to enable the calls to take place on the larger screen so that people were better able to see and hear their loved ones.

Furniture in communal areas had been rearranged to support social distancing: space between dining tables and armchairs had been increased and some seats (such as on sofas) had been blocked off to ensure suitable gaps between people were created.

Staff were wearing PPE correctly and it was being used in accordance with government guidelines. Specific areas for putting on and removing PPE safely had been created within the home.

Staff were required to change into clean uniforms and footwear in the home at the start of their shift and back into home clothes at the end of the shift. Staff uniforms were laundered in the home to ensure they were washed at the correct temperature.

Staff were given face masks and hand gels to wear and use on public transport, when car sharing or when out in community settings to help reduce the possibility of staff bringing the virus into the home.

The service had registered for regular testing of residents and staff. The frequencies of testing were in accordance with current government guidelines. Additional training in relation to IPC and Covid-19 had been provided for staff.

The home was clean and hygienic. Detailed cleaning schedules were in place. Cleaning products met the requirements that were specified in government guidance. Where it was safe to do so, wipes and alcohol-based hand gels had been left out to encourage people and staff to use these. Some people did not understand the need for frequent hand washing or use of alcohol-based gels. In these situations, staff had learnt that offering a hand massage with the gel was effective.

Daily spot checks were completed to ensure measures to prevent and control infection were implemented as required. Plans were in place to support the service appropriately should there be any increased risks or outbreaks. This included plans for staffing and additional PPE.

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 Southbourne

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 coronavirus 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 12 January 2021 and was announced.

Is the service safe?

Our findings

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.