

Sunrise Senior Living Limited

Sunrise of Hale Barns

Inspection report

295 Hale Road
Hale Barns
Altrincham
Cheshire
WA15 8SN

Tel: 01619809500
Website: www.sunrise-care.co.uk

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Ratings

Overall rating for this service

Good ●

Is the service safe?

Requires Improvement ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

This inspection took place on 21 June 2017 and was unannounced.

At the last inspection Sunrise Operations Hale Barns Limited was rated good. At this inspection we found the service remained good overall.

Sunrise Operations Hale Barns Limited is a care home that provides accommodation for a maximum of 98 persons who require nursing or personal care. At this inspection 83 people were living there.

People were not always responded to in a timely manner by the staff supporting them. People did not always have their medicines at the times they preferred them. However, people were supported with their medicines by trained and competent staff members.

People continued to remain safe as staff knew how to recognise and respond to concerns of ill-treatment and abuse.

The provider followed safe recruitment procedures when employing staff members.

People were assisted by a staff team who had the skills and training to effectively support them. People had access to health care when they needed it to maintain good health.

People were supported to have choice and control over their lives. They were assisted by staff in the least restrictive way possible.

People received support that continued to be caring and respectful. People's privacy and dignity was respected by those providing assistance.

People had care and support plans that continued to reflect their personal needs and preferences. When changes occurred in people's personal and medical circumstances, these plans were reviewed to reflect the changes.

Staff members knew people's likes and dislikes and supported them in the manner they preferred. People and their relatives were encouraged to raise any concerns or complaints. The provider had systems in place to address any issues raised with them.

Sunrise Operations Hale Barns Limited continued to be well-led by a management team that people and staff found approachable and supportive. People were involved in decisions about their care and support and their suggestions were valued by the provider.

Staff members felt valued as employees and their opinions and ideas were listened to by the provider. The

provider had systems in place to monitor the quality of service they provided and where necessary made changes to drive improvements.

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?

The service was not consistently safe.

Requires Improvement ●

Is the service effective?

The service remains Good

Good ●

Is the service caring?

The service remains Good

Good ●

Is the service responsive?

The service remains Good

Good ●

Is the service well-led?

The service remains Good

Good ●

Sunrise of Hale Barns

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, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.'

This inspection took place on 21 June 2017 and was unannounced.

This inspection was completed by two inspectors, one specialise advisor (dementia care) and two experts by experience. An expert-by-experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Before the inspection, the provider completed a Provider Information Return (PIR). This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make.

We asked the local authority and Healthwatch for any information they had which would aid our inspection. We used this information as part of our planning.

We observed care and used the Short Observational Framework for Inspection (SOFI). SOFI is a specific way of observing care to help us understand the experience of people who were unable to talk with us.

We spoke with 20 people, four visitors, the registered manager, an activity coordinator, two care assistants, three senior care staff, two domestic staff, a reminiscence coordinator, a maintenance coordinator, a director of community relations, a dementia coordinator and a business coordinator.

We looked at the care and support plans for five people including assessments of risk and records of medicine administration and weight monitoring. We confirmed the safe recruitment of two staff members.

Is the service safe?

Our findings

People had differing experiences regarding the response time from staff members. One person told us, "I can get help whenever I need it." Another person said, "It could take a long time for staff to answer a call. It can take up to half an hour. They (provider) are short of staff. It can happen any time day or night." We saw one person had been assisted to their room when they had requested. However, they then had to wait a long period of time for another staff member to become available to assist them to their chair. We saw records of call response times. These highlighted the time the person requested assistance to the time the staff member responded. These records indicated some significant time periods when people were kept waiting. One staff member told us, "Staffing is generally safe but we could do with one extra during the day." The registered manager told us they routinely look at different time periods throughout the day to see what the call response times were. However, at this inspection, they were not able to identify the action they had taken to respond to, and improve, people's experiences. Staff response times varied throughout Sunrise Operations Hale Barns Limited. In other areas of the home we saw staff responding to people promptly when they needed. The registered manager told us staffing levels were assessed on people's level of need. They went on to tell us that if someone's needs changed then the staff numbers could be changed to meet their needs.

People had differing experiences when being helped with their medicines. One person told us they did not always receive their medicines when they wanted them. We saw they received their medicines at 10:45 am. This person told us, "I should have my tablets between 8am and 9am." This person went on to say they believed this was because staff members were busy. Another person we spoke with told us they generally receive their medicines on time. Staff members we spoke with told us they had received training in the safe handling and administration of medicines. Following this training they were assessed as competent before assisting people with their medicine. Staff members knew the action to follow should they identify a medicine error which included seeking medical advice. We saw guidance was in place for "when needed" medicines for staff to follow.

People continued to be protected from the risks of abuse and ill-treatment at Sunrise Operations Hale Barns Limited. This was because staff knew how to recognise and respond to any concerns. People we spoke with told us they felt safe and protected by the staff that supported them. One person told us, "I feel safe and privileged to be here." A relative said, "[Relative's name] feels safe and secure."

Staff members told us they had received training on how to identify and respond to any concerns of abuse or ill-treatment. Information was available to people, relatives and staff members on how to report any concerns that they had to the registered manager or the local authority. We saw that the registered manager and provider had made appropriate notifications to the local authority in order to keep people safe.

People told us they were safely supported to live at Sunrise Operations Hale Barns Limited. Risks associated with the environment or with equipment had been identified and steps taken to minimise the risk of harm. One person told us, "The place is lit up. It is important as it stops people falling in the dark." Another person said, "I feel safe because my room is secure and the fire regulations are up to date." Individual risks to

people associated with their care had also been assessed and action taken when needed. We saw assessments of risk including eating and drinking, falls and skin integrity.

Any incidents or accidents were reported by staff members and monitored by the registered manager and the provider. This was to identify any trends or patterns which required further action.

The provider followed safe recruitment procedures when employing new staff members. These checks included obtaining references and checks with the Disclosure and Barring Service (DBS). The DBS helps employers make safer recruitment decisions and prevent unsuitable staff from working with people. The provider had systems in place to address any unsafe staff behaviour. This included retraining or disciplinary action if needed.

Is the service effective?

Our findings

People told us they continued to be supported by staff who had the knowledge and skills to effectively meet their needs. One person said, "I think they (staff) are all trained. I get everything I need covered." Staff members told us they were supported by the provider with obtaining qualifications in health and social care.

New staff members received an introduction which included training to equip them with the skills to support people. In addition they had the opportunity to work alongside more experienced staff members. One staff member told us, "As part of starting to work here we get a "buddy". This is a go to person who provides support and advice." Staff members had access to ongoing training to increase their professional knowledge. At this inspection we saw a training session taking place for staff members regarding Parkinson's disease.

People were supported to have choice and control over their lives and staff supported them in the least restrictive way possible; the policies and systems at Sunrise Operations Hale Barns Limited supported this practice. When someone could not make decisions for themselves, the provider and staff knew what to do in order to protect the individual's rights. This included following the best interest decision making process and involving relatives and professionals if needed.

People who lack mental capacity to consent to arrangements for necessary care or treatment can only be deprived of their liberty when this is in their best interests and legally authorised under the Mental Capacity Act. The procedures for this in care homes and hospitals are called the Deprivation of Liberty Safeguards (DoLS). The provider had made appropriate applications. Staff members we spoke with knew the conditions of authorised applications and how to support people and protect their rights.

People were supported to have enough to eat and drink to maintain their well-being. One person told us, "The food is fine." Another said, "I can go to the bistro at any time if I want anything." When needed people's weights were monitored by staff. If needed staff sought the assistance of healthcare professionals if they were concerned about fluctuations in people's weights.

People had access to healthcare services when they needed it. One person said, "I see my GP regularly. One of the staff noticed my blood pressure was raised so contacted them and it is all sorted now." Another person told us they were assisted by staff to go to their dentist.

Is the service caring?

Our findings

People told us they continued to be supported by staff they described as, "good," and "easy to talk too." Staff members spoke about those they supported with warmth and fondness. At this inspection we saw many caring and compassionate interactions between people and staff.

People were supported in their religious beliefs with attendance at places of worship and observance of religious festivals. People we spoke with told us that they were supported to attend local places of worship when they wanted.

We saw people receiving support from staff members when they started to become upset and anxious. Staff members sat with them and reassured them.

People told us they, and if needed their relatives, were involved in making decisions about their care which included how they wished to be supported. One relative told us they, "Everyone listens to what we and [relative's name] have to say." They went on to say how staff supported their family member with their specific decisions about how they wished to receive support.

People's privacy and dignity was respected by those supporting them. One person said, "They (staff) treat me with respect and dignity and I love that they are always asking if I am alright or if I need anything." People told us staff asked their permission before doing anything to support them.

People's information was kept confidential and stored securely.

Is the service responsive?

Our findings

People told us they were still involved in the development of their own care and support plans. One person told us that they were happy with the care plan that they and their relative had completed and agreed with. We saw care and support plans which gave the staff member's information on how people wished to be supported. The staff members that we spoke with could tell us about those they assisted including their likes and dislikes, personal histories and those that matter to them.

People were supported by staff members who knew them well and took an interest in them as individuals. We saw there were some inaccuracies in the recording of weights for one person. The registered manager explained to us that as part of a review of these records this would have been identified and corrected. However, at the time of this inspection they were yet to review this person's notes.

People regularly reviewed their care and support plans with the staff members assisting them and any changes in need were responded to. One relative told us they thought their family member needed extra assistance as they were starting to struggle with certain things. They said they spoke with staff members and this was provided from that point on. People and their families were confident that any changes in needs were assessed.

At this inspection we saw people were engaged in a range of activities which they told us they found fun, interesting and stimulating. One person told us, "There are loads of activities to do and I go to pilates, tai chi, boogie beat and attend films and sing-a-longs." At this inspection we saw people engaged in a wide range of activities including chair exercise, bingo and singing. There was a time table of events for people to take part in including trips out. One person said, "This afternoon we are going to a craft centre." People had access to newspapers, books, daily quizzes and anagrams throughout the day to also keep them occupied and stimulated. People were supported by a team of activity co-ordinators who arranged and presented a diverse mix of events for people.

People told us they knew how to raise a complaint or a concern if they needed to do so. One person told us they had previously raised a concern which had been addressed straight away. People felt able to approach the registered manager or any of the staff team and raise their concerns. The provider had systems in place to respond to concerns which included investigation and contact with those involved.

Is the service well-led?

Our findings

People we spoke with described the registered manager as "very approachable," and "on the ball." One person said, "The manager is very nice. I can talk to them if I need to." People went on to tell us that they were involved in where they lived. They said that they had regular meetings to discuss things that affected them. For example, dining, housekeeping and activities were discussed at the resident council meeting. Following suggestions from people a recycling scheme was introduced. This allowed people to recycle newspapers and flowers. People and their relatives were also encouraged by the provider to give feedback as part of an annual survey. One person told us their relative completed the last one on their behalf.

Staff members told us they were regularly involved in staff meetings. One staff member said, "We have meetings every two months. We can talk about anything that affects our work." Other staff members went on to say that they felt their opinions were valued by the management team. They felt any actions were carried out. For example, one staff member suggested that they create a different social setting to encourage interaction between people. They told us that they were supported by the management team to make these changes.

Staff members understood the policies and procedures that informed their practice including the whistleblowing policy. They were confident they would be supported by the provider should they ever need to raise such a concern.

People told us, and we saw, that they were still involved in their local community. Community events regularly took place at Sunrise Operations Hale Barns Limited. On the day of this inspection a coffee, cake and community event was held. This encouraged people to spend time with friends and family or members of their local community during a social event.

The registered manager and the provider undertook regular checks to drive quality. These included regular checks on the environment in which people lived and the support they received. The registered manager also completed analysis of incidents or accidents to identify any trends or actions that needed to be completed. For example, following analysis of a fall one person was supplied with different equipment to prevent further injury.

A registered manager was in post and present at this inspection. They understood the requirements of registration with the Care Quality Commission. The provider is legally obliged to send us notifications of incidents, events or changes that happen to the service within a required timescale. The registered manager had appropriately submitted notifications to the Care Quality Commission.