

Sunrise Senior Living Limited

# Sunrise of Westbourne

## Inspection report

16-18 Poole Road  
Westbourne  
Dorset  
BH4 9DR

Tel: 01202760966

Date of inspection visit:  
21 August 2020

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14 September 2020

## Ratings

Overall rating for this service	Inspected but not rated
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Is the service safe?	<b>Inspected but not rated</b>
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# Summary of findings

## Overall summary

Sunrise of Westbourne is a 'care home'. People in care homes receive accommodation and nursing or personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided.

Sunrise of Westbourne can accommodate up to 114 older people in purpose-built premises. Nursing care is provided. 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. There were 98 people living there when we inspected.

We found the following examples of good practice:

Staff had spent time supporting relatives and friends to download Apps such as Zoom and WhatsApp and then explained how to use these to enable calls to take place with people living at Sunrise of Westbourne.

The manager had provided all staff with face masks to wear and hand gels to use on public transport or when out in community settings to help reduce the possibility of staff bringing the virus into the home.

Staff uniforms were laundered in the home to ensure they were washed at the correct temperature.

The manager had required all staff to purchase suitable, easily cleanable footwear which was kept in the home and staff were reimbursed for this.

## 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 suitable infection prevention and control procedures to keep people safe.

**Inspected but not rated**

# Sunrise of Westbourne

## **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 21 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

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 social distancing rules.
- 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.

We have also signposted the provider to resources to develop their approach with regard to admitting people safely.