

Sunrise Day Care Services Ltd

# Sunrise Day Care Services Ltd

## Inspection report

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16 February 2016

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## Ratings

Overall rating for this service

Good ●

Is the service effective?

**Requires Improvement** ●

# Summary of findings

## Overall summary

We carried out an announced focussed inspection of this service on 4 November 2015 at which a continuing breach of a legal requirement was found. We noted that people were not protected from risks associated with unsafe care and support because staff had not received the necessary training and supervision to ensure they had the skills and competencies to carry out their role. We issued a warning notice in regards to the continuing breach and gave the provider until 18 January 2016 to undertake the necessary action to address the concerns. After the inspection, the provider wrote to us to say what they would do to meet the legal requirement in relation to staffing.

We undertook an announced focused inspection on the 16 February 2016 to check that they now met legal requirements. The provider was given 24 hours' notice because the location provides a domiciliary care service and we needed to be sure that someone would be in. This report only covers our findings in relation to this topic. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for 'Sunrise Day Care Services Ltd' on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Sunrise Day Care Services Ltd provides personal care to people in their own homes and at a day service. At the time of our inspection 12 people were being supported. The service specialises in supporting older people from ethnic minorities living in the community and who use the associated day care centre.

A registered manager was in post. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

At this inspection we found that appropriate action had been taken to address our concerns. Staff were well supported and had completed training to ensure they had the knowledge and skills to meet people's needs. The staff team have completed the care certificate training and specific training relating to moving and handling, and medicines administration. The Care Certificate is a nationally recognised tool to provide staff with the basic knowledge and skills to undertake their roles within a care setting. Staff had received supervision to review their performance and compliance with the service's policies and procedures. The provider was now meeting the legal requirement relating to staffing.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service effective?

Improvements had been made and the service was effective. Staff were well supported and had completed the necessary training to ensure they had the knowledge and skills to meet people's needs. Staff received supervision to review their performance.

The registered provider was now meeting legal requirements with regards to staffing. While improvements had been made we have not revised the rating for this key question; to improve the rating to 'Good' would require consistent good practice. We will review our rating for 'effective' at the next comprehensive inspection.

**Requires Improvement** ●

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## **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.

We undertook a focused inspection of Sunrise Day Care Services Ltd on 16 November 2016. This inspection was completed to check that improvements to meet legal requirements planned by the registered provider after our focussed inspection on 4 November 2015 had been made. We inspected the service against one of the five questions we ask about services: is the service effective?

The inspection was undertaken by one inspector. Before our inspection we reviewed the information we held about the home. This included the registered provider's action plan, which set out the action they would take to meet legal requirements.

At the visit to the service we spoke with the registered manager and viewed the staff team's training and supervision records.

## Is the service effective?

### Our findings

At our focussed inspection on 4 November 2015 we found sufficient action had not been taken to address concerns identified at our comprehensive inspection on 22 April 2015 and staff continued to not have the required training to undertake their role. The provider stated they had difficulties in sourcing relevant training that staff would be able to understand, as many of the staff did not have English as a first language. At the time of the inspection, the provider had identified a possible training provider but no training had begun. We also identified that staff had not received regular and frequent supervision.

At this inspection the necessary improvements had been made and staff were well supported. Each of the eight staff had completed the Care Certificate training. The Care Certificate is a nationally recognised tool to provide staff with the basic knowledge and skills to undertake their roles within a care setting. Staff had also completed training on moving and handling, and medicines administration. The registered manager told us they had made arrangements for staff to access ongoing training to ensure they stayed up to date with good practice guidance.

Staff records showed each staff member had received formal supervision. This included reviewing their performance, the support provided to people, and staff's compliance with the provider's policies and procedures. The registered manager told us they planned to provide formal supervision every three months.

The service was now meeting the legal requirement in regards to staffing.