

Sunrise Day Care Services Ltd

# Sunrise Day Care Services Ltd

## Inspection report

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## Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
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

### About the service

This service is a domiciliary care agency. It provides personal care to people living in their own houses and flats in the community. There were 10 people using the service when we inspected.

### People's experience of using this service

People received a service that met their specific needs safely. People and their relatives told us they were very happy with the support they received, in particular that the service provided staff who spoke their language so they could communicate comfortably.

People were safeguarded from the risk of abuse. Risks relating to people's support were well-managed through the use of thorough risk assessments with appropriate guidance for staff. There were enough staff to meet people's needs safely and in a timely manner.

People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice. People's needs were assessed when they started using the service. Staff were trained and supported through regular supervision and appraisal. Staff facilitated access to healthcare services and ensured people had adequate food and drink in line with their preferences.

Staff supported people to maintain their independence and provided support with dignity and respect in mind. Staff were aware of people's specific individual needs.

Sunrise Day Care Services Ltd provided personalised, person-centred support and had improved their care planning framework since the last inspection.

People told us they felt respected by care staff and the management team, and staff told us they felt listened to by managers who had worked hard to improve the quality assurance systems in the service since our last inspection.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

### Rating at last inspection:

The last rating for this service was requires improvement (published 24 May 2019).

### Why we inspected

This was a planned inspection based on the previous rating.

### Follow up

We will continue to monitor information we receive about the service until we return to visit as per our re-

inspection programme. If we receive any concerning information we may inspect sooner.

## 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 safe.

Details are in our safe findings below.

Good ●

### Is the service effective?

The service was effective.

Details are in our effective findings below.

Good ●

### Is the service caring?

The service was caring.

Details are in our caring findings below.

Good ●

### Is the service responsive?

The service was responsive.

Details are in our responsive findings below.

Good ●

### Is the service well-led?

The service was well-led.

Details are in our well-Led findings below.

Good ●

# Sunrise Day Care Services

## Ltd

### **Detailed findings**

## Background to this inspection

### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

### Inspection team

The inspection was carried out by one inspector.

### Service and service type

This service is a domiciliary care agency. It provides personal care to 10 people living in their own houses and flats. The service office is located within a day centre also run by the provider; many people who use the domiciliary care service also attend the day centre.

The service had a manager registered with the Care Quality Commission. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

### Notice of inspection

This inspection was initially unannounced and we visited the office on two occasions, however the provider was not available at that time so we arranged with them a suitable time to return.

### What we did before the inspection

We reviewed the information we held about the service such as notifications of events the provider must tell us about, local authority feedback and any feedback we had received from people who use the service or their relatives.

The provider was not asked to complete a provider information return prior to this inspection. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

We used all of this information to plan our inspection.

During the inspection

We spoke with the registered manager, service administrator and two care workers. We looked at three people's care and support records, and two staff personnel records. We looked at training and supervision records, and other records relating to the management of the service including records of audits and checks. We returned to the service to speak with four people who use the service, one person's relative and one care worker.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to good. This meant people were safe and protected from avoidable harm.

At our last inspection the provider had failed to ensure that risks relating to people's support were appropriately assessed and mitigated against. This was a breach of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and we issued a warning notice. At this inspection we found the provider was now meeting this regulation and the requirements of the warning notice had been met.

### Assessing risk, safety monitoring and management

- At the last inspection, we found that risks relating to people's support weren't appropriately assessed and mitigated against, and environmental risks within people's homes weren't considered at all. At this inspection, we found that risk assessments had improved and these were now detailed, comprehensive and provided staff with the information they needed to support people safely.
- The provider had introduced environmental risk assessments for each person's home, detailing any potential hazards or safety considerations and measures in place to mitigate these, with contact details for relevant community services. Staff told us they now felt they were provided enough information to support people safely in their own homes.
- Risk assessments relating to people's support had improved. These were now detailed, comprehensive and included specific risks with clear guidance for staff. For example, people with specific medical conditions such as epilepsy had these recorded with clear guidance for staff on what to do if the person had a seizure.
- Where people required support to move around their home, or transfer from a bed to a chair, risk assessments had been developed with specific instructions on how to support people safely. These included guidance from relevant health professionals, such as occupational therapists, where required.

### Systems and processes to safeguard people from the risk of abuse

- The provider had systems in place to protect people from the risk of abuse.
- People and their relatives told us they felt safe with the staff from the service. One person said, "I am very safe and feel respected with the carers." A relative told us, "I have never had any concerns about [my relative's] safety with carers from Sunrise. They are gentle and loving with [my relative]."
- Staff had been trained in safeguarding adults and knew what to do if they were concerned about a person. A care worker told us, "I would make sure the person was ok then contact my manager straight away. It's my job to make sure people are safe, we must look after people and make sure they're well."

### Staffing and recruitment

- The provider operated a safer recruitment system and ensured that relevant checks were undertaken before staff were appointed, including checks on the applicant's good character, identity and history of

employment in health and social care. The provider's system for documenting these checks had improved since our last inspection, and we noted that all appropriate information was now stored together for each staff member.

- People and their relatives told us that staff arrived on time for their visits. One relative said, "There can be minor issues with traffic but they always let us know."

#### Using medicines safely

- Staff of the service did not support people to take their medicines at the time of this inspection. Instead, relatives supported people to take their medicines.
- Despite this, records showed that all staff had been trained to administer medicines and had their competency to do so assessed. The registered manager told us they had organised this training so that staff would be ready if the service received any referrals for people that included support with medicines.

#### Preventing and controlling infection

- The provider had systems in place to prevent and control infection. There was an infection control policy that staff adhered to and the service provided appropriate personal protective equipment (PPE) for staff to use.
- People told us that staff routinely used PPE when supporting them. One person said, "The carer will always use gloves when they need to."

#### Learning lessons when things go wrong

- The provider had a system in place for recording incidents and accidents, and for disseminating learning when things went wrong.
- There had been no accidents or incidents reported since the last inspection.



# Is the service effective?

## Our findings

Effective – this means we looked for evidence that people's care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to good. This meant people's outcomes were consistently good, and people's feedback confirmed this.

At our last inspection the provider had failed to ensure staff received the training they needed to be effective in their role. This was a breach of regulation 18 (Staffing) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, and we issued a warning notice. At this inspection we found the provider was now meeting this regulation and the requirements of the warning notice had been met.

Staff support: induction, training, skills and experience

- At our last inspection we found that staff weren't provided with the training they needed to support people safely and effectively. At this inspection, we found that staff training had improved and staff were now able to demonstrate appropriate levels of knowledge to ensure people's rights were protected.
- New staff were provided with a comprehensive induction programme, including the requirements of the Care Certificate and several shadowing shifts with more experienced staff before they worked on their own supporting people.
- After induction, staff had been trained in topics relevant to their role including safeguarding adults, basic life support, dementia awareness, moving and handling, food hygiene, infection control, and medicines administration. Additionally, each monthly team meeting had a training element and these were mandatory for all staff to attend. Topics covered during team meetings in 2019 included learning disability awareness, supporting people to manage their money, and supporting people's independence and choices.
- People and their relatives told us they felt staff had been well-trained. One person said, "Staff know what they are doing, I don't have to worry."
- Staff told us they felt well-supported by the management team through regular supervision and annual appraisal of their work. A care worker said, "We always work as a team. I am very well supported and feel I can challenge if I need to."

Assessing people's needs and choices; delivering care in line with standards, guidance and the law

- Each person's needs were assessed before they were offered a service, to ensure the service could support them effectively and meet their needs. Since our last inspection, the registered manager had introduced a new assessment document that was comprehensive and covered all aspects of people's care and support.
- Assessments were used to inform people's care plans and these were written with people's preferences regarding their support in mind. People and their relatives told us staff adhered to their preferences, with one person telling us, "They respect my decisions, my well-being is the most important thing to the carers."

Supporting people to eat and drink enough to maintain a balanced diet

- Staff supported people to eat and drink enough, where this was part of the person's support.

- People told us they were happy with the food prepared by staff, with one person saying, "The carers always cook what I like. They know the proper recipes and preparation; it is the food of my culture and I am very happy."

Staff working with other agencies to provide consistent, effective, timely care; Supporting people to live healthier lives, access healthcare services and support

- Staff and the service worked with other agencies to ensure people received the care they needed.
- Most people who used the service were supported to access health care services by their families, and not staff of Sunrise Day Care Services. However, staff were aware of their responsibilities to report concerns to appropriate professionals and follow guidance and recommendations where required.

Ensuring consent to care and treatment in line with law and guidance

The Mental Capacity Act 2005 (MCA) provides a legal framework for making particular decisions on behalf of people who may lack the mental capacity to do so for themselves. The Act requires that, as far as possible, people make their own decisions and are helped to do so when needed. When they lack mental capacity to take particular decisions, any made on their behalf must be in their best interests and as least restrictive as possible.

When people receive care and treatment in their own homes an application must be made to the Court of Protection for them to authorise people to be deprived of their liberty. We checked whether the service was working within the principles of the MCA.

- The service supported people in line with the requirements of the MCA.
- Where people were assessed as not having capacity to understand and make decisions about their support, 'best interests' decisions were appropriately documented in their records. Where people had an attorney or deputy appointed to make decisions on their behalf, this was clearly recorded.
- People told us staff were respectful of their choices and asked for their consent before supporting them. One person said, "The carers always ask me first and then do what I want." Another person told us, "[My care worker] always listens to me. I feel very respected, always."

# Is the service caring?

## Our findings

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect.

At the last inspection this key question was rated as good .At this inspection this key question has remained the same. This meant people were supported and treated with dignity and respect; and involved as partners in their care.

Ensuring people are well treated and supported; respecting equality and diversity

- The service provided support with people's equality and diversity in mind. The registered manager told us that people were matched with staff who spoke the same language, if their first language wasn't English. Where people had other protected characteristics about which staff needed to be aware, these were documented in their care plans.
- People told us that having care workers who spoke the same language was very important to them. One person said, "The carers speak my language and this is the most important thing to me. It's hard to think of the right thing to say in English sometimes, this way I don't need to worry about being misunderstood."
- People and their relatives told us they felt they were treated very well. One person told us, "They treat me like their mum! I couldn't ask for more respect from [the care workers]." People told us they had the same care workers, most of the time, and this was important to them as they got to know them well.

Supporting people to express their views and be involved in making decisions about their care

- People were supported to express their views and make decisions about their care. A relative told us, "It starts with the care planning, [the registered manager] is very respectful and asks what we want, then provides it." A person said, "If I wasn't happy I would complain, but all is good. [The registered manager] gives a very nice service." Another person told us, "If I wasn't happy with a carer I would ask for a different one, but I have never had to and don't expect I ever will. They are so welcoming and lovely."
- Where people had specific preferences about their care such as preferred gender of their care worker, records showed these were respected and adhered to.

Respecting and promoting people's privacy, dignity and independence

- Staff of the service respected and promoted people's independence, privacy and dignity.
- People told us that staff were mindful of their dignity when supporting with personal care. One person told us, "The carers always treat me with respect. They are so gentle! I never feel undignified and all of the carers are very nice."
- Care workers told us that they always took time to chat with people as well as ensuring care tasks were undertaken when they visited people. One care worker said, "I love to give the clients respect, I like looking after the elderly. It will be me needing support one day and I believe in karma, I always try my best to treat people how I would want to be treated."
- Staff were mindful of maintaining people's independence wherever possible. A care worker told us, "People need to do things for themselves when they can. My job is to make sure they are safe, not to do things for them they can do themselves."

# Is the service responsive?

## Our findings

Responsive – this means we looked for evidence that the service met people's needs.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has now improved to good. This meant people's needs were met through good organisation and delivery.

At our last inspection the provider had failed to ensure that care records included all of the information that staff needed to provide safe and effective care. This was a breach of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and we issued a warning notice. At this inspection we found the provider was now meeting this regulation and the requirements of the warning notice had been met.

Planning personalised care to ensure people have choice and control and to meet their needs and preferences

- At our last inspection, we found that care records were not comprehensive or up-to-date and this left people at risk of receiving care that didn't meet their needs and preferences. At this inspection, care records had been updated and improved and were now detailed and comprehensive, including all aspects of the person's life.
- Care records we viewed demonstrated a primary focus on ensuring that care was provided with the person's comfort and safety in mind. Care plans included detailed guidance for staff to ensure people's needs and preferences were documented. Daily records of care provided showed that support was delivered according to people's needs and preferences. The service administrator told us, "We always try to give people what they want – person-centred care is the key."
- Records showed that people's care plans were reviewed at least annually, or when people's needs changed such as when they returned home from a period on hospital.

Meeting people's communication needs

Since 2016 onwards all organisations that provide publicly funded adult social care are legally required to follow the Accessible Information Standard (AIS). The standard was introduced to make sure people are given information in a way they can understand. The standard applies to all people with a disability, impairment or sensory loss and in some circumstances to their carers.

- The provider met the requirements of the AIS. People's communication needs were comprehensively documented in their care plans and met by the staff of the service. Information was presented to people in ways they understood.
- The registered manager showed us the changes they had made to the annual quality assurance questionnaire they sent to people and their relatives. They had introduced a free text space in which they encouraged people to write in their own language so they were more freely able to express themselves.

Improving care quality in response to complaints or concerns

- The provider had a system in place to receive, record and respond to complaints.

- No complaints had been received by the service since the last inspection. The registered manager told us they worked hard to address small concerns as they arose, and people reported this worked very well. A person's relative told us, "I would complain if there was a need, but there never has been. There's not been any issues at all."

#### End of life care and support

- The service did not support at their end of their life at the time of our inspection, however they had policies and procedures in place to support this should it be required.
- People's care and support records included their preferences for care at the end of their life.

# Is the service well-led?

## Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as inadequate. At this inspection this key question has now improved to good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

At our last inspection the provider had failed to monitor and improve the quality and safety of the service, and maintain up-to-date, accurate records. This was a breach of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and we issued a warning notice. At this inspection we found the provider was now meeting this regulation and the requirements of the warning notice had been met.

Continuous learning and improving care; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements; How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong

- Since our last inspection, the service had made a lot of improvements to ensure they were now meeting the regulations, and providing safe support to people that met their needs and preferences. The registered manager had undertaken a programme of training which they told us they found very useful, informative and motivational. The service provided us an action plan to show how they would improve after the last inspection, which they have now met.
- The provider had implemented a system of audits and spot checks to ensure continuous learning and care improvement. Comprehensive spot checks were now undertaken quarterly for each person who used the service, and records showed that action to improve the care people received was taken as a result of these.
- The management and staff teams were clear about their roles, and recognised that people and their families were at the heart of the service. A care worker told us, "There is nothing I would change about working here. We care for people and put them first, always. We are here to help people so work around them, always."
- The registered manager was clear about his responsibilities relating to the duty of candour, and submitted notifications of important events to CQC as required.
- The rating from the service's last CQC inspection was displayed on the office noticeboard, as required.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people; Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The service promoted an open and inclusive culture. Staff told us they felt listened to by the management team, and we saw that suggestions made by care workers had been implemented in the operation of the service. For example, monthly team meetings now always included an element of training/ professional development to enhance staff's skills and knowledge.

- The service worked hard to ensure good outcomes for people through communicating effectively with people, their relatives and other involved stakeholders. A relative told us, "Sunrise is like a second family. [The registered manager's] support and welcoming is just amazing, every client is treated like his mum or dad."
- People and their relatives told us their opinion of the service was regularly checked. Records showed that the provider conducted an annual questionnaire to obtain feedback from people and what was received was highly positive. Comments from the June 2019 questionnaire responses included, "[Sunrise] provides high standard and flexible care", "The continuation of the same carers has been of great benefit" and, "I am completely satisfied and would definitely recommend [Sunrise] to others."

#### Working in partnership with others

- The service worked in partnership with others, through working closely with people, their families and other professional stakeholders involved in their support.
- The registered manager and service administrator ensured their knowledge was up-to-date and relevant by attending training courses and conferences, and working with the commissioning local authority.