

Sunrise Day Care Services Ltd

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Inspection report

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Ratings

Overall rating for this service

Good



Is the service effective?

Requires improvement



Overall summary

We carried out an unannounced comprehensive inspection of this service on 22 April 2015 at which a breach of legal requirement was found. We found 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. After the comprehensive inspection, the provider wrote to us to say what they would do to meet the legal requirement in relation to staffing.

We undertook a focused inspection on the 4 November 2015 to check that they now met legal requirements. 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.

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 10 people were being supported. The service specialises in supporting older people from ethnic minorities living in the community with their families and who use the associated day care centre.

At this inspection we found that the necessary action had not been taken to address the breach of legal requirements. Whilst the registered manager had sourced relevant training courses, staff had not attended any training and therefore there was a risk that they did not have the knowledge to support people appropriately. One staff member had received formal supervision but this had not been carried out for the other six staff members.

The service remained in breach of the legal requirement relating to staffing. We are taking action against the provider and will report on this when our action is completed.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service effective?

We found that action had not been taken to improve the effectiveness of the service.

Staff had not received the required training to ensure they had the skills and knowledge to support people. Staff were not supported to undertake their roles through the completion of supervision sessions.

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 4 November 2015. This inspection was completed to check that improvements to meet legal

requirements planned by the registered provider after our comprehensive inspection on 22 April 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, reviewed training and supervision records, training arrangements and relevant policies.

Is the service effective?

Our findings

At our comprehensive inspection on 22 April 2015 people and their relatives told us they felt well supported by the staff. However, we found that staff had not received any training since starting employment at the service to ensure they had the skills and knowledge to carry out their roles effectively and support people safely. Staff confirmed that they had not received any training since starting their role. Staff told us they received regular informal supervision and could approach the registered manager if they had any concerns they wished to discuss. However, formal regular supervision was not held.

At this inspection we found that staff had still not received the required training to undertake their roles. The registered manager told us they had difficulty sourcing relevant training as not all of the staff had English as a first language and therefore needed to source training delivered in their language. At the time of our inspection the registered manager had planned for all staff to complete

the Qualification and Credit Framework in Health and Social Care at Level 2. However, this was not yet booked and staff had not started this training. We saw that one out of the seven staff had completed a National Vocational Qualification in Health and Social Care at Level 2 in 2008, and had completed manual handling training and food hygiene training. However, refresher manual handling training had not been completed since 2007. The registered manager had not developed a plan to deliver a rolling programme of training to ensure staff stayed up to date with good practice.

The service's supervision policy stated that staff should receive at least four supervision sessions a year. Since our previous inspection only one staff member had receive formal supervision. The registered manager told us they planned for staff to have supervision every two months however these had not yet been booked.

The service continued to be in breach of regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

This section is primarily information for the provider

Enforcement actions

The table below shows where legal requirements were not being met and we have taken enforcement action.

Regulated activity

Personal care

Regulation

Regulation 18 HSCA (RA) Regulations 2014 Staffing

People were not protected against the risks associated with the unsafe care and support as staff had not received all the necessary training and support to ensure they had the necessary skills and competencies to carry out their roles and responsibilities appropriately.

The enforcement action we took:

A warning notice was issued.