

Le Flamboyant Limited

Sunrise Care Home

Inspection report

10 Amen Place
Little Addington
Kettering
Northamptonshire
NN14 4AU

Tel: 01933650794

Date of inspection visit:
03 December 2020

Date of publication:
14 January 2021

Ratings

Overall rating for this service	Inspected but not rated
---------------------------------	-------------------------

Is the service safe?	Inspected but not rated
----------------------	--------------------------------

Summary of findings

Overall summary

About the service

Sunrise Care Home is a residential care service registered to provide personal care for up to 20 people. On the day of our inspection, the service was supporting 14 people. Some people using the service, were living with dementia.

The home is set out across two floors with a communal lounge, dining room and conservatory. People's rooms have en-suite facilities.

People's experience of using this service and what we found

Infection control was not always well managed. We found that clinical waste disposal procedures did not consistently follow government guidance. Cleaning records were not always completed to evidence good cleaning practices were taking place.

Staff putting on and taking off (donning and doffing) of PPE whilst supporting people who were isolating did not follow current government guidance. Systems and processes to prevent visitors from catching and spreading infection needed improvement. Individualised risks to people living in the service had not been assessed and mitigated.

We found the following examples of good practice.

Staff had access to personal protective equipment (PPE) and hand sanitizer was available throughout the service.

Staff had received training in infection control and competency checks had been completed to ensure staff understood the importance of good hand hygiene and the appropriate use of PPE.

Staff and people received regular COVID 19 testing.

Staff supported people to maintain contact with their family and friends by telephone and via window visits.

The provider followed government guidance on the admission of people into the home. New admissions were tested for COVID19 test and were isolated for a period of 14 days to mitigate the risk of transmission.

Staff supported people to social distance in communal areas. Staff had a good understanding of signs and symptoms to monitor regarding COVID 19 and people were monitored daily for a raised temperature.

The provider supported staff by providing access to online courses to help them manage their wellbeing.

Risks to staff had been assessed. The provider had audited staff files and spoke with staff to ensure any

conditions or associated risks were considered.

Further information is in the detailed findings below.

Rating at last inspection

The last rating for this service was requires improvement (published 2 October 2020). The provider completed an action plan after the last inspection to show what they would do and by when to improve. At this inspection enough improvement had not been made and the provider was still in breach of regulations.

Why we inspected

We undertook this targeted inspection to follow up on specific concerns which we had received about the service. The inspection was prompted due to concerns received about infection control. A decision was made for us to carry out an infection control inspection and examine those risks.

We have found evidence that the provider needs to make improvements.

You can see what action we have asked the provider to take at the end of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Sunrise Care Home on our website at www.cqc.org.uk.

Enforcement

We are mindful of the impact of the COVID 19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID 19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

We have identified breaches in relation to infection control at this inspection.

Please see the action we have told the provider to take at the end of this report.

Follow up

We will meet with the provider following this report being published to discuss how they will make changes to ensure they improve their rating to at least good. We will work with the local authority to monitor progress. We will return to visit as per our re-inspection program. 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?

Further information is in the detailed findings below.

Inspected but not rated

Sunrise Care Home

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.

We received information of concern about infection control and prevention measures at this service. This was a targeted inspection looking at the infection control and prevention measures the provider has in place.

This inspection took place on 3 December 2020 and was unannounced.

Is the service safe?

Our findings

At the last inspection this key question was rated as requires improvement. We have not changed the rating of this key question, as we have only looked at the part of the key question we had specific concerns about.

S5 How well are people protected by the prevention and control of infection?

- Clinical waste was not consistently managed in line with government guidance or the providers risk assessment. We observed that the clinical waste bin in the car park of the home which was open to the highway was not locked. Infected clinical waste had not been consistently double bagged prior to disposal. This put people at risk of accessing infected waste.
- Risk of visitors catching or spreading infection had not been consistently mitigated. A designated room for visitors and staff to put on and remove personal protective equipment (PPE) did not provide suitable hand washing facilities or waste disposal. Visitors were not required to complete a risk assessment prior to entry to the home. This increased the risk to people and visitors of cross infection.
- Good infection control practices were not consistently in place to support people diagnosed with a positive case of Covid-19. For example, signage was not in place to guide staff to the need to wear appropriate PPE. PPE and clinical waste disposal were not correctly located for staff to put on and take off PPE safely. A clinical waste bin used for disposing infected waste was not of a material or standard in line with good practice. Separate cleaning equipment was not consistently in use and an individualised risk assessment was not in place. This increased the risk of cross infection to other people within the service.
- Cleaning records were not consistently completed to evidence good infection control practices including the cleaning of high touch areas such as handrails. This meant that there was a risk of the infection being passed on through these high touch areas if they weren't being adequately cleaned.
- The provider had not consistently ensured that actions identified in the homes Covid-19 risk assessment had been implemented. For example, individualised risk assessments had not been completed for people who were at a higher risk from infection. This meant they had remained at increased risk without any additional measures to protect them.
- Risk assessments had not fully considered, assessed or mitigated all risk. For example, how food would be managed for people diagnosed with a Covid-19 positive result had not been considered or risk assessed, this increased the risk of the infection spreading by staff when removing crockery and cutlery from the room and washing after use.

Infection control procedures did not consistently protect people from the risk of infection. This was a breach of regulation 12 (safe care and treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was accessing testing for people using the service and staff.

We have also signposted the provider to resources to develop their approach.

This section is primarily information for the provider

Enforcement actions

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

Regulated activity	Regulation
Accommodation for persons who require nursing or personal care	Regulation 12 HSCA RA Regulations 2014 Safe care and treatment The provider had failed to consistently ensure effective infection control procedures.

The enforcement action we took:

We have issued the provider with a warning notice. We will return to the service to ensure compliance with the regulation.