



Inspection Report on

Sunnyhill

Bridgend

Date Inspection Completed

14/03/2023

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About Sunnyhill

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Values in Care Ltd
Registered places	1
Language of the service	English
Previous Care Inspectorate Wales inspection	12.8.2021
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the service they receive and speak positively about the staff who provide their care. People are encouraged to be as independent as possible and are treated as individuals. Care workers understand the needs of the people they care for and demonstrate kindness and respect when providing support. Care documentation contains robust information which is reviewed regularly and evidence that referrals are made to external professionals when required. Care workers receive appropriate training and feel well supported and happy working at the service. Recruitment is safe and robust. The Responsible Individual (RI) has good oversight of the service and quality assurance monitoring takes place regularly. There are policies and procedures in place for the smooth running of the service. People are cared for in a suitable environment that meets their needs.

Well-being

People have choice and control as far as practically possible. People are included in care planning and review processes and their personal preferences are detailed in personal plans of care. Care staff encourage people to be as independent as possible and support people to develop skills to further their independence. People have their own personal routines and engage in activities of their choice within the service and the community. People have their own bedroom which offers space and privacy. The RI engages with people when visiting the service and seeks their views as part of quality assurance processes.

People receive care in a timely manner. Staffing levels at Sunnyhill are good and ensure that people receive an appropriate level of care and support. Personal plans of care are thorough, robust, and reviewed regularly to keep them up to date. Referrals are made to external professionals without delay and any advice is followed correctly. Medication is stored safely and administered correctly with care workers documenting what medication has been given and when. Care staff receive appropriate training to undertake their roles effectively and feel well supported working at the service.

People are protected from abuse and harm. People are cared for in a suitable environment that is warm, clean, and pleasant and offers opportunity for people to participate in household tasks if they wish. There is outdoor space that they are free to use and enjoy as they wish. The service has a safeguarding policy in place and care workers receive training in the safeguarding of adults at risk of abuse. The building is safe and well maintained with safety checks completed. Staff recruitment is safe and robust with pre-employment checks completed prior to employment commencing but some personal files must contain all relevant information.

Care and Support

People receive the right care at the right time. Personal plans of care are very detailed and clearly outline people's needs and how they should be met. There are risk assessments in place where required and all documents are reviewed regularly to ensure they are kept current and accurate. Personal plans are important as they guide staff on how to care for people correctly. Care workers have built positive relationships with the people they care for and have a good understanding of people's needs. People we spoke with told us they like living at Sunnyhill and one person said, "*they are alright, they help me*". Staffing levels at the service are good and ensure that people do not wait for care and can access the community. Feedback from a social worker included "*They provide a bespoke service and tailor the activities and support to the wishes of the individual*". A relative told us "*We are very pleased with how they support him*".

People are able to take part in a range of activities that are tailored to their individual needs. People have their own personalised daily routines and do the things that matter to them. Care workers support people to access community facilities. On the day of our inspection, people planned to go out in the car to the local beachfront. People contribute to the upkeep of the home by engaging in domestic tasks such as meal preparation, cleaning and doing a weekly food shop. Support plans are in place to ensure people receive adequate assistance to complete these tasks.

There are good safeguarding measures in place. Staff have relevant training to recognise signs of neglect, abuse and poor mental or physical health. Nearly all are fully aware of their safeguarding responsibilities and know what action to take if any concerns are identified. The service maintains a good working relationship with the local safeguarding team.

The environment in which people live is safe and homely. There are consistently good maintenance arrangements in place. Health and safety is given priority with regular audits carried out on areas such as fire safety and water temperatures. The service is uncluttered and free from hazards. People like living at Sunnyhill and are happy. Comments from relatives include "*He is extremely lucky to be in that placement*" and "*He has landed on his feet there*".

Medication processes at the service are safe and robust. Medication is stored securely and administered safely in line with prescriptions. There are Medication Administration Record (MAR) charts in place that contain all required information.

Environment

People live in a suitable environment that meets their needs. It is warm, clean, and decorated nicely throughout. The home has a pleasant outdoor space that contains garden furniture for people to spend time outdoors as they wish. People have their own bedroom which offers opportunity for quiet time and space. People are free to access their bedroom as they wish and are encouraged to take pride in their personal space.

Systems are in place to protect people and their personal information. We saw that access to the home was controlled. We were unable to gain entry into the home without assistance from staff. Sunnyhill has a secure garden area, which is safe for people to use. People's personal information is appropriately stored. People live in an environment that is safe and secure.

The service has systems in place that ensure the home and its facilities are safe. We looked at a range of documentation that relates to health and safety and the maintenance of the service. The information provides a detailed overview of a rolling programme of safety checks, servicing and maintenance of the home's equipment and facilities. Effective and efficient fire procedures, testing and training take place to protect people. Records confirmed fire alarm tests take place weekly. Effective daily cleaning schedules are in place as all parts of the home are clean, tidy and well organised.

Leadership and Management

People benefit from the leadership and management in place. The RI has good oversight of the service and the manager is registered with Social Care Wales, the workforce regulator. The RI visits the service in line with regulatory requirements and produces a report to support the visits. Quality assurance monitoring takes place regularly and includes the views of the staff working at the service and people who use the service. This indicates that the provider is committed to making improvements and providing a quality service at all times. There are policies and procedures in place for the running of the service which are reviewed regularly. The manager understands legal requirements regarding caring for adults at risk and makes referrals to external agencies correctly.

People can be assured they are cared for by care staff who are well trained and supported. Care staff attend training courses appropriate to the roles they undertake and feel well equipped to do their jobs. All staff training is mostly up to date. We viewed the staff supervision matrix and found that all staff receive a supervision in line with regulatory timescales and all supervisions are up to date. Supervision is important as it provides an opportunity for staff to discuss any practice issues or needs in a formal setting that is recorded. Staff we spoke with told us they are happy working at the service and said, "*I love my job*" and "*best job I've ever had*". Staff recruitment is safe as pre-employment checks including Disclosure and Barring service (DBS) certificates and references are applied for prior to employment commencing. These checks are important as they determine a person's suitability to work with adults at risk.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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Date Published 11/04/2023