



## Inspection Report on

**Sunnyhill**

**Sunnyhill  
Bridgend  
CF32 0EU**

## Date Inspection Completed

**12 August 2021**

12/08/2021

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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	19/12/2018
Does this service provide the Welsh Language active offer?	This is a service that is working towards providing an 'Active Offer' of the Welsh language and demonstrates an effort to promoting the use of the Welsh language and culture

### Summary

People living in Sunnyhill are treated with compassion and respect and are supported by a consistent and dedicated staff team who know them well. People appear happy living in a home that is welcoming, personalised and well maintained. Care staff understand the needs of the people they care for and receive appropriate training to undertake their roles. Medication practices within the service are safe, robust and promote person centred care. There are systems in place to ensure care is delivered to meet the changing needs of people and there is adequate oversight of how the service is being delivered. Staff recruitment is safe, robust, and staff receive appropriate support and supervision.

## Well-being

People have a voice and are treated with dignity and respect. Care documentation is detailed and reflective of the person being cared for. These personal plans are up to date, detailed, and accurately reflect people's current needs and how best to support them. People are happy in the service and relatives are complimentary of the care team. One said "*staff go the extra mile*". People and care workers are asked for their views on the service and if any improvements can be made.

People's physical and mental health and emotional wellbeing is promoted. The service has good procedures in place to manage people's medication and monitor any side effects. There are arrangements in place to monitor people's health and well-being. Medical appointments are sought and attended as required. The consistent staff team know people very well and are able to recognise any physical or mental health issues quickly. They adapt their approach and source advice from medical professionals in a timely way if required.

People are supported to maintain relationships. Care provision is consistent and care workers have built good relationships with people living in the service. The care team are content in their roles and feel valued and supported. The service have encouraged people to keep in touch with relatives throughout the pandemic.

People can be confident they are safe. We saw on the training matrix that all staff had completed safeguarding training and those spoken with are clear about their responsibilities around protecting people and know the procedures to follow. The safeguarding policy contains clear information regarding the reporting process for staff to follow. Environmental checks take place to ensure the service remains comfortable and safe for people.

## Care and Support

People's physical, mental and emotional well-being is promoted by a service that encourages choice and independence. People are supported in a person centred way. We looked at care files and found them to be thorough, robust and reflective of people living in Sunnyhill. The files contain appropriate care plans and risk assessments are reviewed regularly. There is evidence that internal and external professional support is sought as and when required. Personal plans identify people's outcomes and provide care workers with guidance on how best to support them. Records confirm that care workers support people in line with these plans. The service assesses risks and there is good written guidance for care workers to follow. Infection control measures including the use of personal protective equipment (PPE), up-to-date guidance and regular Covid-19 testing reduce the risk of cross infection.

There are safe systems in place for the management of medication to maintain people's health. Medication is stored securely in locked cupboards within the office area. We saw that Medication Administration Record (MAR) are completed accurately. Most care workers have been in post a number of years and subsequently know the people they support well to recognise any deterioration in health. We saw that people are supported to attend routine medical appointments and these are all documented in their care files. Medical assistance is sought promptly if any issues arise with people's health.

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.

The service takes all reasonable steps to identify and prevent the possibility of abuse. Care workers recognise their personal responsibilities in keeping people safe and told us they would report any issues of concern. They are aware of the whistleblowing procedure, and said they felt confident approaching the manager if they needed to. Care workers told us they had undertaken training in safeguarding and there is a current safeguarding policy for all staff to access and follow.

## Environment

The provider ensures that individuals care and support is provided in a location and environment with facilities and equipment that promotes good personal outcomes. We found that Sunny Hill enables people to feel valued by an environment, which reinforces a sense of belonging. People's bedrooms are designed to reflect individual taste. A sympathetic approach to accessorizing rooms is adopted in order to find a balance between creating a warm, homely environment whilst maintaining personal safety. We saw a spacious lounge and sufficient space to meet the needs of people living in Sunny Hill. The garden is maintained to a high standard with sufficient areas to enable people to have access to safe, pleasant and interesting outdoor space. Effective daily cleaning schedules are in place as all parts of the home are clean, tidy and well organised.

The service provider has procedures in place to identify and mitigate risks to health and safety. We looked at the daily maintenance file and saw that appropriate audits are carried out routinely in the home. This is to ensure compliance with environmental checks. These include water temperatures, fire safety equipment and emergency lighting. We saw certificates for gas, electricity, and fire safety were up to date.

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.

## Leadership and Management

People can access information to help them understand the care, support and opportunities available to them. The statement of purpose and service users guide accurately describe the current arrangements in place regarding the service's accommodation, referral and admission process, the type of care and support available.

We noted that there have been no complaints since the last inspection. The manager appropriately notifies relevant regulatory bodies and statutory agencies, when there are concerns and significant events, which might affect the well-being of individual's receiving care. We found the communication is effective, open and transparent.

A consistent care staff group cares for people. Records showed a low level staff turnover. Staff receive regular formal supervision in their roles and have opportunities to discuss any work-related concerns they may have, or any training needs. The training matrix indicates staff are mostly up to date with mandatory training courses. There are sufficient staff on each shift to meet people's needs. Staff say they feel valued and supported. They also told us that they are able to talk to management, who are approachable.

The provider has arrangements in place for the effective oversight of the service through ongoing quality assurance. We saw the last bi-annual quality of care review report was completed in April. This report details feedback from people using the service and care workers. The report gives an overview of the service, analysis of the service for the previous six months and any recommendations of improvement. Three monthly quality monitoring visits are undertaken by the responsible individual and a report produced.



**Areas for improvement and action at, or since, the previous inspection. Achieved**

**Areas for improvement and action at, or since, the previous inspection. Not Achieved**

None	
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**Areas where priority action is required**

None	
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**Areas where improvement is required**

None	
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