



## Inspection Report on

**Sunnybank Dementia Residential Home**

**Sunnybank Road Griffithstown  
Pontypool  
NP4 5LN**

## **Date Inspection Completed**

15/06/2023

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## About Sunnybank Dementia Residential Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Virgo Care Homes Ltd
Registered places	24
Language of the service	English
Previous Care Inspectorate Wales inspection	23 November 2021
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People at Sunnybank are happy and live in an environment that suits their needs. Care workers are dedicated and well-trained, and support people to achieve the things that matter to them. Care workers are respectful and caring. However, at busy times care workers can appear rushed.

People take part in meaningful activities that improve their well-being. Care workers put peoples' well-being at the forefront of their care giving. Personal plans are reviewed regularly, but they do not focus on peoples' well-being. Personal plans require input from people and their families to include information about what is important to them. Good managerial oversight provides a safe and well organised service. Effective quality assurance procedures help identify what is not working and this is then actioned.

## Well-being

People are treated with dignity and respect. Care workers and management have built up strong relationships with people and take the time to talk to them. Care workers are polite, patient, and respectful. There is good continuity of care from a familiar staff team who know people well. During our inspection, we saw care workers use personalised care methods to comfort and encourage people. This included the use of humour and reassurance.

People are happy at the service. We spoke to a person who told us they liked living there and described staff as 'nice'. People can do the things that matter to them and are encouraged to engage in both in-house and community activities. A dedicated activities coordinator plans varied and regular activities to improve peoples' well-being and quality of life. We saw people using sensory items, engaging in artwork, and socialising over mealtimes.

Care workers put peoples' well-being at the centre of their care. One care worker told us that peoples' quality of life is the most important thing to them. However, personal plans are not reflective of this care giving. Plans do not focus on peoples' emotional wellbeing and should include more detail about what is important to the person, for example, the goals they want to achieve.

People are protected from harm and abuse. Care workers are familiar with safeguarding protocols and have received safeguarding training. A safeguarding policy helps to keep people safe. The service is secure and requires a code to access the building. Good managerial oversight protects people from having their freedom restricted unnecessarily.

People live in a positive and comfortable environment that meets their needs. Their families can visit at any time and there are private recreational areas to use if required. People are supported to maintain independence for as long as possible, but care workers are on hand to help people as and when they need it. Peoples' communication is responded to positively, with warmth and affection. However, care workers are sometimes very rushed during busy times which leaves people waiting to receive support.

## Care and Support

People receive care in a way that is meaningful to them. Care workers are kind and demonstrate a clear understanding of individual needs. We observed care workers taking time to sit with people and have meaningful conversations. Similarly, we saw care workers playfully interacting with people in group settings, encouraging group participation. Activities are varied and meaningful. On the day of our inspection, the activities coordinator had organised nursery school children to visit and do artwork with people which they enjoyed. A person described the activities coordinator as *'lovely and fun'*.

Personal plans reflect peoples' needs identified before admission and are updated with ongoing care and risk assessment. Personal plans are reviewed regularly and updated when needed. All people have a 'This Is Me' profile which includes a detailed social history and key likes and dislikes. However, personal plans are not co-produced with people or their families and do not include outcomes that are important to individuals. The manager told us they are in the process of contacting peoples' families for their views and input. They gave additional assurance that personal plans would be updated to include personal outcomes that are meaningful to people. Daily recording is consistent but requires more person-centred detail. We received assurance that record keeping training would be delivered to support staff in this area.

Medication is effectively managed using an electronic system. Medication is safely stored and administered by suitably trained care workers. Peoples' health needs are closely monitored, and health assessments are thorough and updated when required. Expert input is sought quickly when specialist or deteriorating needs are identified. The service proactively collaborates with external professionals to ensure peoples' health needs are looked after. We received positive feedback from a district nurse who said *'I've always had support here. Staff are never too busy and are adaptable. This is one of the best services. People are well cared for'*.

Care workers and management have built positive working relationships with people, who mostly receive care as and when they need it. Care workers are proactive in offering drinks, supporting people with personal care, and offering emotional support. However, we observed care workers rushing at busy mealtimes which resulted in people waiting a long time for support with eating. The manager offered assurance they would reassess staffing numbers in light of this.

## Environment

The environment is suitable for the people living at the service and enhances their wellbeing. It has a circular layout with lots of signage to help people navigate. Relevant adaptations and the provision of support aids promote people's independence. People walk around the service freely. Both floors are fully accessible to all people by use of a lift. Communal spaces are clean and free from clutter. Outdoor areas are basic but safe and well maintained. We observed people using the garden to eat their breakfast in the sun which they told us they enjoyed.

People decorate their own bedrooms which reflect their tastes and preferences. A person who had recently moved into the service told us they '*really liked*' their room which they had asked their family to decorate on their behalf. There are lots of sensory items available in the communal dining area which we saw people using and socialising over. A communal memory board highlights meaningful activities people have engaged in.

Visitors are asked to sign in on arrival and present identification. The front door is keypad activated and internal doors leading to staff only areas are kept locked. Staff and kitchen areas are clean and well maintained. We observed staff using personal protective equipment appropriately. Effective cleaning and maintenance schedules promote hygienic practices and manages the risk of infection.

People live in a safe and maintained environment. There is good managerial oversight of health and safety. Fire drills are carried out regularly and health and safety certifications are in date. Maintenance checks are carried out on relevant equipment.

## Leadership and Management

People are provided with accurate information about the service. The Statement of Purpose reflects the service provided which helps people choose a service which can meet their needs. A thorough assessment process pre-admission is followed to determine whether the service can meet a person's needs.

People benefit from the leadership and governance arrangements in place. The Responsible Individual (RI) regularly visits the service and is familiar with people receiving a service and the staff who support them. RI quarterly visit reports are completed in line with the regulations. Comparable six-monthly Quality of Care reviews are completed but these require more feedback from people using the service. The manager has good oversight of day-to-day issues and completes a range of quality assurance audits to help identify areas for improvement. These systems have been enhanced since our previous inspection, demonstrating ongoing commitment to providing good quality care. Key policies underpin the smooth running of the service, but these are not always reviewed on a regular basis. We were given assurance by the RI that these would be going forward.

People are supported by care workers who are appropriately trained, valued, and developed. Safe recruitment checks are carried out before care workers commence employment. Care workers undertake ongoing training so that they have the right skills and knowledge to support people at the service. One care worker told us they think the provider's induction process is '*brilliant*', and they feel '*well trained*'. Care workers receive meaningful supervisions and appraisals, but some were overdue at the time of our inspection. The manager took immediate action to schedule any late supervisions.

The service is warm and welcoming. A care worker described the staff team as '*friendly*', and management as '*approachable*'. They described the service as '*structured and organised*' and a '*good place to work*'. The service receives a high volume of compliments from satisfied families and visitors. We also received good feedback from people living at the service, visiting family, and a district nurse, who described staff as '*responsive*' and '*amazing*'.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	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.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	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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