



Inspection Report on

Sunnyhill

Bridgend

Date Inspection Completed

23/09/2024

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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	14.3.2023
Does this service promote Welsh language and culture?	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 very happy and content at Sunnyhill. Care workers empower them to accomplish personal goals and experience new things. They are supported by a consistent care team who are trained effectively and supported in their roles. The service is homely and well-maintained. People influence the décor in the service and bedrooms are personalised with people's own possessions. There is a dedicated manager in post who has worked at the service for several years and is respected by both people and the staff team. They are visible in the service regularly and people told us that they are very approachable. The Responsible individual (RI) visits the service routinely and speaks with people and care staff to understand their experience of living and working in the service to determine improvements needed and how to action these.

Well-being

People have a voice and are listened to. People are at the heart of the service and participate in all decisions regarding their daily life. They are involved in the planning of their care and the writing of their personal plans, setting their own aims and targets to assist in building their independence. The personal plans seen reflect them and their needs very well and show progression in their daily life. People can share their views about the service to the RI when they visit which enables the RI to identify improvements needed in the service.

People's emotional, physical, social and mental health is promoted. There is a consistent care and management team in Sunnyhill who know the people they support extremely well. Detailed risk assessments are in place to assist staff to recognise any signs of health deterioration and how best to support people at different times of need, including when to seek additional support. There are robust systems in place to manage and oversee medication in the service. People go out into the community daily and have active social lives within the service.

People are protected from harm and neglect. Safeguarding training is mandatory for all staff in the service, and we saw all staff are up to date with this. Care workers spoken with are clear on their roles and responsibilities to report any issues about people they support. Medication, substances and items hazardous to health are kept secure in the service.

There are no Welsh speaking people living in the service at present so there is no demand for this. Should this change in the future, the provider will re-address this and prioritise the translation of key documents and recruitment of Welsh speaking staff.

The service has good procedures in place for effective oversight. There is a visible and dedicated manager in post who is respected by the staff team and well thought of by people living in the service. There are consistently good systems in place to monitor the service and ensure people's safety. This includes good maintenance of the environment. The RI visits the service routinely and speaks to people and staff to understand their experience of living in the service and any improvements they feel are required. This feedback is then evaluated, and any actions noted with timescales for completion.

Care and Support

People receive an excellent standard of care and support. Staff know what is important to people and how best to support them. This information is captured within extremely detailed personal plans, which outline the strategies for managing risks to people's safety and well-being. The goals people want to achieve are also identified. There are regular meetings to review their progress. Staff maintain detailed and consistent records of the support they provide. These show that people receive the right level of support to promote their safety, well-being and independence. People we spoke with told us they like living at Sunnyhill and said, *"I like it here"*. 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 *"My client is relaxed, happy and doing well under their care and support"*. A relative told us *"It couldn't be any better"*. People have formed strong bonds with staff based on mutual respect. They look to them for advice and guidance and enjoy positive, comforting interactions. Staff spoke confidently about the strategies they use to help people successfully overcome challenges. One staff member said, *"It's an enjoyable place to be"*. A professional also acknowledged *"I have found the service to be very good"*.

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 are fully supported to 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 robust systems in place to safeguard people living in the service. Care workers are knowledgeable in the safeguarding procedures should they have concerns about people they support. All staff in the service are up to date with safeguarding training. The provider has policies and procedures in place that are routinely reviewed and reflect the up-to-date legislation. The service has very safe systems in place for medicines management. There is an appropriate medication policy and procedure in place with regular audits completed by senior staff. Medication administration records (MAR) are accurate. We saw medication is kept in a secure cabinet in a staff area.

Environment

People live in an environment that promotes the achievement of their personal outcomes. Sunnyhill is a detached bungalow sat in its own grounds. It is warm, clean, and decorated nicely throughout. The home has a pleasant outdoor space 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.

There are good procedures in place to identify and mitigate risks to health and safety. As Sunnyhill is one of numerous services run by a large provider there are teams of people working in different departments. Whilst daily, weekly and monthly checks take place in the service to ensure the day-to-day safety within the building, the health and safety team carry out routine audits to ensure that the building is maintained effectively, and any work needed is actioned on a priority basis. Annual servicing of utilities is up to date and certificates are on file for these, which includes gas, electric and fire safety.

Leadership and Management

The service has a good vision and ethos. Its aims, values, and delivery of support are set out in the Statement of Purpose in a transparent way. A written guide is available for people in the service, containing practical information about the home, and the support provided. The service also offers a variety of formal and informal opportunities for people and their representatives, to ask questions and give feedback.

Care workers are recruited appropriately, trained and supported in their roles and happy in their work. There has been no change in the small consistent staff team since the previous inspection. We viewed the training matrix and saw 100% of all care staff are up to date with the provider's mandatory training which includes: Safeguarding adults, fire safety and food safety. The provider also has service specific developmental training to support people living in the service. We saw that 96% of care staff were also up to date with this training. Care workers spoken with confirmed that they receive good training to support people well. Care staff receive regular supervision and annual appraisals and enjoy their work. All care workers are registered with Social Care Wales- the workforce regulator.

People can be assured the service provider, and the management team monitor the quality of the service they provide to a high standard. The RI visits the home regularly and meets with people and staff. The latest quality monitoring report shows people's feedback. Recommendations for improvements are included and implemented effectively. The RI has good oversight of the service and the manager conducts quality assurance monitoring to ensure a high standard of quality care is delivered. There are enough staff on duty to safely support and care for people as determined by the Statement of Purpose. There is a core staff group in place which is stable with all working for a number of years at the service. People living at the service told us "*They are good.*"

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.

Area(s) for Improvement

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

	inspection	
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