



# Inspection Report on

**Sunnybank Care Home**

**Newport**

## **Date Inspection Completed**

05/06/2024

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## About Sunnybank Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Brynhaulog Limited
Registered places	5
Language of the service	English
Previous Care Inspectorate Wales inspection	15 June 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 who have made Sunnybank their home receive excellent care from a small team of experienced and motivated workers who are effectively led by a manager and responsible individual (RI). Both the manager and RI have set the values for the service and lead by example, making sure people are at the heart of the service and are cared for with respect.

Care workers are suitably trained and work well together as a team. The relationships they have with people are outstanding, due to both their leadership and the knowledge they have for the individuals they care for.

Relatives have a high level of confidence in the service, with one saying *"it's just wonderful, we are so thankful"* and another saying *It's brilliant. Can't fault them"*.

## Well-being

People are safe and protected from abuse, harm and neglect. This is because care workers have completed training in safeguarding, and they are confident about raising any safeguarding concerns they may have; confident also that the manager would deal with any concerns raised. There is a secure fence at the front of the property to make sure people have the freedom they need, but also remain safe from leaving without the knowledge of staff.

The environment contributes to people's wellbeing. The service is clean, well maintained and comfortable. One relative said "*It's like home*" when describing the environment. People's rooms are personalised, and some were proud to show us their rooms.

People have excellent relationships with those who support them. Relatives commented on the quality of the workers employed, with one saying "*She (the manager) has a gift for picking the right people*", and another said "*I don't know where they get such nice staff from*". Relatives talk about how friendly the care workers are, and how engaged they are with people, and our observations support this.

People live fulfilled, happy and meaningful lives. They are able to do things that are important to them, and care workers are flexible to make sure people's needs and wishes are met. There is a good balance of spending time in the service and in the local community.

## Care and Support

People receive excellent care from a small team of workers who know them well. They know what and who is important to them, and care and support is offered to make sure their needs and wishes are respected. There is a natural friendliness throughout the service with people showing genuine affection for those who support them. One person asked for a hug which was readily given and there was a level of banter and relaxed good humour throughout the inspection.

Care records are informative, comprehensive and person centred. They contain care plans and risk assessments for a range of areas, including personal safety, communication, personal care and mobility. These are regularly reviewed. Daily diaries are detailed and contain information about how the person spends their time as well as the assistance needed. Most entries are written in a person-centred way. Care workers have time to read the records and find them helpful. Files do contain a lot of old and out of date information but they are easy to navigate.

Physical health needs are met as people attend hospital and GP appointments as necessary. Because of the knowledge and skills of the staff team, they can recognise any changes and take the necessary action in a timely manner. Care workers know how to recognise signs of pressure damage, and, where necessary, have the pressure relieving equipment they need. Relatives are always kept informed about any changes and feel involved in people's care. Attention to detail is paid to helping people with their personal care, for example people enjoy having their hair done and help to wear their choice of clothes and jewelry. One relative said "*X is always spotless*" when describing their appearance. Respect is shown to people's personal belongings with clothing being well taken care of.

Care workers support people's individual outcomes. This includes attending a range of activities such as going to the gym; the stables; day centre and shopping. Some people enjoy music and gardening, and care workers encourage and facilitate this. One person has recently enjoyed a holiday and others have some planned.

There is an understanding of the importance of good nutrition and most meals are made using fresh ingredients. The vegetables grown are used also. Care workers know people's likes and dislikes and adjust the meals accordingly. People are offered regular fluids throughout the day to make sure they remain well hydrated. Some people help in the kitchen with meal preparation.

## Environment

People live in a service which is suitable for their needs. Accommodation is provided on one level making it easier for people to mobilise throughout.

The service is very clean and well maintained, with one relative describing it as “*spotless*”. Care workers clearly take great pride in their work to keep the service clean and tidy and a housekeeper works every week to provide additional cleaning where needed.

Much of the service has recently been redecorated and this has been done to a high standard. Bedrooms are personalised with photographs, certificates of achievement and soft furnishings and have been decorated to the person’s individual taste. The communal areas are comfortable and homely. The recently refurbished kitchen is clean and well organised.

The gardens are well maintained, and one person has their own vegetable patch which they have responsibility for. A new summer house is going to be used for activities. New garden furniture will enable people to spend quality time outside.

## Leadership and Management

Both the responsible individual and manager have very good oversight of the service. They are both very visible within the service and integral to its running. They share the values which were introduced by the manager many years ago and which have been sustained since. These values focus on person centred and individualised care and support. The required quality assurance reports are completed.

There is a good focus on training with most training up to date and plans in place to address any short falls. Care workers consider they have the training they need to carry out their duties safely and effectively.

Care workers are appointed following a generally safe recruitment process, with files containing the information needed including security checks. Files are generally well organised but do contain some old and out of date information and one file did contain only one reference.

Supervision is carried out as required, as well as observation of practice, where areas of good practice are recognised as well as where improvements could be made. In addition, there are staff meetings, where care workers feel able to raise any ideas or concerns they have. Care workers feel valued and are valued by both the manager and RI.

There are processes in place to make sure services are safe and maintained. Fire safety checks are generally carried out on a regular basis.

### 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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