



Inspection Report on

Sunnybank Care Home

Newport

Date Inspection Completed

21/06/2023

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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	
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 who have made Sunnybank their home lead happy, healthy, and meaningful lives. There is a friendly and relaxed atmosphere with people and those caring for them getting on well with each other. This is corroborated by care workers who describe the service as *"like one family"*.

Care workers know people well and seek opportunities to engage with them on a one-to-one basis, and to help them to do things away from the service.

The staff team are effectively led by an experienced and dedicated manager and Responsible Individual (RI) who have set out the values of the service which focus on choice, individuality, respect and helping people to live as healthily as possible. Staff are suitably trained; skilled and supervised. They value their work and feel valued for the work they do. Some staff have been employed for several years and have a wealth of knowledge and experience, and the newer members of the team are acknowledged for their enthusiasm, commitment, and new ideas.

Comprehensive care records, together with some effective governance arrangements mean people can be confident of receiving care and support which is regularly reviewed and reflected on, and which is focused on quality.

Well-being

People are very happy living at Sunnybank. They choose how to spend their time, and do things that are important to them, and are encouraged and supported in this. They have excellent relationships with a small team of staff who genuinely care for and want the best for them. They have a good balance of doing things they enjoy, and which helps keep them healthy, and meeting other people who are important to them. One relative told us “*X has a good life*”.

Well-being is enhanced because of the environment. The service is in a residential area and in walking distance to some local amenities. The property is well maintained and clean. People’s personal areas are personalised and the communal areas homely. The gardens are in good order and accessible.

People are safe and protected from harm, neglect, and abuse. Relatives have high levels of confidence in the service, with one saying “*It’s a very nice home. I am very happy X is here*”, and another described the service as “*brilliant*” adding how reassured they are to know an individual is safe and well cared for. Care workers know their responsibilities in relation to safeguarding and are confident their managers would take the necessary actions to make sure people are safeguarded.

The knowledge care workers have of the people they support is excellent and helps enhance their well-being. They have a strengths-based approach to their work and have the skills to recognise any changes. One worker spoke with pride about the progress made by one person. Care workers are motivated to do their best for people, with one saying “*I get such a sense of achievement. We grow like a family – it’s lush how well we all get on*”.

Care and Support

People's physical health needs are effectively met. Routine appointments with the dentist and optician are attended, and people receive a responsive service from the local GP and district nurses. Care workers make sure people attend specialist appointments as necessary and a podiatrist and aromatherapist visits the service regularly. Some people have specialist moving and handling equipment and care workers are trained to ensure people's moving and handling needs are safely met.

Care workers know how to recognise signs of skin pressure damage and know how to report any concerns they have if they think a person is becoming unwell. Relatives confirmed they are informed of any changes and feel involved in people's care and support. People are encouraged to maintain a healthy weight, and one has successfully lost weight and is enjoying the benefits of feeling much physically fitter.

Papers care records are maintained. They are detailed and easy to follow. Ones we looked at were rewritten recently and they are reviewed monthly, with a helpful separate monthly summary. There care are plans and risk assessments for a range of areas including how to maintain a safe environment, nutrition, and medication.

Daily entries are strengths based and comprehensive. They provide a clear record of how people spend their time; their mood and the care and support offered.

People do things that matter to them. One person has their own garden in which they have planted a range of vegetables; others go to the gym; to a local stables and to groups in the local community. One person has just returned from a family holiday and others spend time with their families.

Within the service, some people help with meal preparation and keeping their rooms clean and tidy; have their nails done; do crafts and other activities they choose.

Care workers are as flexible as they can be, and work the hours needed to make sure people can do think they want and need to do. We were told no appointments have been missed, with staff changing their working patterns to accommodate these.

Care and support is never rushed. Care staff have the time they need to support people and say they all work well together as a team. They know what dignity means and show respect to people's privacy needs when assisting with personal care. The atmosphere within the service is calm, relaxed, and well organised.

There is an understanding of the importance of good nutrition. Almost all meals are made using fresh ingredients and because care staff know people well, they know their likes and dislikes. Staff have taken the initiative to prepare a recipe booklet of healthy meal and snack options with pictures and the nutritional value of the meal. Care workers are satisfied with the quality of ingredients and there are stocks of fresh fruit and vegetables available.

Relationships between people and those who care for them are exceptional. There is a natural friendliness which shows a rapport has been built. One care worker said "*It's absolutely amazing. Like a proper family*"

Environment

People live in a service which is suitable for their needs. Accommodation is on one level, making it easier for people to mobilise throughout. The property is in good decorative order and is well maintained, with a new well equipped fitted kitchen.

The lounge, conservatory and dining room are comfortable and sociable places for people to spend time with others. Bedrooms are personalised in people's chosen colours, with photographs and soft furnishings.

One room has an ensuite, and there are two additional bathrooms which are easily accessible and in good order.

Care workers are responsible for keeping the service clean and this is done to a high standard. People take pride in their environment and are encouraged and supported to help with keeping their rooms tidy if they are able.

The outside areas are also well maintained. One person has developed their own vegetable plot, and this is both well-equipped and well-planned. A new path has been built which makes it easier for people to spend time in the garden.

Visitors to the service must be given access by staff, meaning they know who is in the property at all times. The security measures in place, also mean people can move freely outside the service whilst remaining safe.

There are some processes in place to make sure equipment and services are regularly checked and in good working order. Records are maintained of water temperatures and there are clear cleaning schedules within the kitchen. The hoist has recently been serviced and fire safety checks are completed.

Leadership and Management

The provider has very good oversight of the service. Both the RI and the manager are very visible and have set out, and embedded, the values of the service which focus on person-centred care and support.

There are some robust and effective governance to monitor quality with clear and comprehensive three-monthly reports written by the RI and the six-monthly Quality Assurance Report. These reports show the views of people, and their relatives are considered. They acknowledge the strengths of the service and highlight where additional work is needed. They note the important contribution of staff to the service.

Care workers are appointed following a safe recruitment process, with references and full employment history. Staff files are easy to navigate but do contain a lot of old and out of date information. Care workers are knowledgeable and skilled. One relative said “*(the manager) chooses her staff well*” and said that one member of the team “*deserves a special pat on the back*” describing the ways the staff member interacts with people and the ways they keep the family involved.

New staff have a period of induction where they shadow more experienced workers. Most staff are up to date with their training, but there are some gaps, and this is attributed to backlogs caused by the pandemic. Training includes communication; dementia care; moving & handling and diabetes. All care workers consider they have had the training they need to carry out their duties safely and effectively.

Care workers feel valued and appreciated and get feedback on their work. Although supervision is not always carried out every three months, staff get balanced feedback on their work and are confident the manager would tell them if there was anything they could do better. In addition to supervision, the manager carries out observations and notes how well the staff member interacts with people and how effectively they provide personal and one to one support.

The provider takes the appropriate and necessary steps to make sure people are protected from harm, neglect, and abuse. Care records contain risk assessments and risk managements plans to cover activities both at the service and away from it, and care workers know the action that must take if they have concerns about a person's safety. They have confidence their manager would take the action needed to safeguard people. One relative commented on how reassuring it is that different people, including relatives and other professionals “*are always popping in*” meaning any risks are very “*unlikely*”. Relatives have high levels of confidence in the staff team.

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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