

Enter & View report

Service	Sunrise Senior Living of Purley
Address	27 Russell Hill Rd, Purley CR8 2LF
Manager	Heather Hadizad
Date of visit	24 th February 2016
Status of visit	Announced
Healthwatch Croydon Enter & View team - Authorised Representatives	Annamika Koomoshan, Anne Milstead, Michael Hembest and Patricia Knight
Lead Authorised Representative	Annamika Koomoshan
Healthwatch Croydon contact details	Healthwatch Croydon, 24 George Street, Croydon, CRO 1PB

Reason for visit: Part of Healthwatch Croydon Enter and View programme.

Acknowledgements: Healthwatch Croydon would like to thank Heather Hadizad the General Manger and Sunrise Senior Living of Purley residents, carers and staff for their co-operation during the visit.

Purpose of the visit: The Health and Social Care Act allows Healthwatch Croydon representatives to observe service delivery and to talk to service users, their relatives and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. The visits can happen if people tell us there is a problem with a service, but equally, they can take place when services have a good reputation - so we can learn about shared examples of what they do well from the perspective of the people who experience the service first hand.

On this occasion four Authorised Representatives carried out observations and engaged with residents and staff. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations on areas for improvement. Healthwatch Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with the Healthwatch Safeguarding policy. If at any time an Authorised Representative observes a potential safeguarding concern, they shall inform their lead and service manager. The lead Authorised Representative will then end the visit. In addition, if any member of staff wishes to raise a safeguarding issue about their employer, they will be directed to Croydon Council's Safeguarding Team.

About the service:

Sunrise Senior Living of Purley is a home that provides residential and nursing care for up to 119 residents the accommodation is spread over four floors. The first floor is categorised as assisted living for individuals that require residential and nursing care. A separate specialised dementia floor called "reminiscence neighbourhood" is situated on the second floor to support people living with dementia. The maximum capacity for this area is 35 residents. At the time of the visit there were 32 residents. The floor requires an access code to gain access onto this floor. This area has a separate dining room and quiet lounge called the "Snoozland"; an area used to help de-stress residents. These residents also spend time within the communal lounge located on the ground floor where some activities take place, such as reminiscence, musical entertainment. All residents are able to access the large activity lounge at their own leisure. This room had access to sky sports, library area, arts and craft and a kitchen for cookery classes. There is an Activity Coordinator in post who is responsible for arranging a wide selection of activities each day that includes play reading, indoor bowls, poetry corner, quizzes, art club and entertainment.

The home offers a respite service with a minimum of a 30 day period. The Authorised Representatives viewed a selection of vacant rooms that varied in sizes and requirements. The studio room is one where residents have their own bedroom, shared kitchenette and large en-suite shower rooms with a basin and toilet. The one bedroom suite has a lounge, kitchenette and large en-suite shower rooms with a basin and toilet. All rooms have access to their own landlines, televisions and are fully furnished. At the time of the visit Sunrise had a long waiting list for new residents. The home has been awarded the Gold Standard Framework for end of life care.

Observations: The representatives observed the general environmental conditions and residents', interaction and behaviour; scrutiny areas included levels of hygiene/cleanliness, support to residents and staff levels in the communal areas.

General Observations:

- During an activity/play reading session great camaraderie was observed among the residents.
- Good levels of interaction between staff and residents were observed.
- There is a warm and friendly atmosphere.
- Residents were treated with dignity and respect.
- Each resident had their names and photographs displayed on their bedroom doors.
- Outside each occupied room was displayed a reminiscence memorabilia personalised for each resident.
- Rehydration stations with a selection for drinks, yoghurt, rice puddings and fruit are situated on each floor.
- There are large informal seating areas for residents.
- The Bistro bar is situated near the entrance for residents to order hot drinks and snacks.
- There are also a Fine Dining style dining areas with a waiter service.
- There are weekly menu choices displayed for breakfast, and dinner offers a two course menu.
- At lunch time, the choice is of a three course menu including a choice of a sandwich, omelette and jacket potato.
- A poster invited residents, family members and staff to speak to Healthwatch Croydon.
- There is a notice board displaying residents', family and friends' newsletter.
- Staff photographs were displayed on each floor.
- Information is displayed about residents' weekly activity schedule, along with photographs of residents participating in activities.
- Observed residents enjoying participating in a play reading session.
- Dementia floor: the "Reminiscence Neighbourhood" had a quiet and tranquil lounge area for residents to relax in. At the time of the visit residents were not using this area. There were also reminiscence objects and photographs for residents to interact with. Despite the size of the area, an intimate atmosphere was maintained.
- A spa bath is located on each floor.
- Residents can access a large garden area for relaxation and enjoyment.

Residents' comments/feedback: *The Authorised Representatives used questions aimed at assessing the quality of life of the residents by asking individuals about the care and support they received and the facilities and activities provided. Some residents found it difficult to fully understand and answer all the questions; the information below is a snapshot of their responses.*

Overall most residents felt staff were very professional, helpful and caring. Positive comments received from residents were "When you are away from your own home this feels like home." "Staff are very

friendly and kind.” “I am very looked after from a medical point of view.” “I like it here I have made a few friends. There is plenty to do here.”

A few residents expressed dissatisfaction regarding the quality of agency staff and staffing levels during the weekends. One resident said “There are too many different staff on rota and it is difficult to remember their names. A resident who requires assistance due to their mobility said “When agency staff are on duty and during the weekends I am sometimes late or miss breakfast. There are also fewer staff working on a Sunday.” Another resident did raise a problem that some of their laundry items go missing.

The majority of residents felt there were a good selection of activities and outings. Residents are taken out on outings to tea dances in Banstead, cream teas or a country drive. A resident suggested “Monthly residents meetings to encourage individuals to give ideas. A lot of the residents here are very intelligent and would welcome the opportunity in putting their ideas forward for activities. I would like more varied activities from music and movement. A suggestion box for residents would be a good idea.”

Overall residents felt the food was to a high standard, individuals are able to make suggestions or request for specific meal choices. For residents with diabetes they are a wide selection of meals choices. One particular residents said “They liked the meals but some of the names of the meals they could not understand.”

Staff/volunteer feedback

Topic	Response
Induction process for new staff	New staff shadow permanent member of staff for a few weeks on alternative shifts. If there are any weaknesses in any areas this process is extended until the person feels confident in their ability. Staff also receive mandatory training in core modules in areas for example safeguarding, first aid and manual handling. Distance learning courses are also provided and staff are able to progress to different levels.
Training and development	All staff are required to complete mandatory training and update their training regularly. A member of staff commented “They had completed a national accredited qualification over six month in dementia care. Some staff had received end of life care from St Christopher’s Hospice.”
Supervisions and appraisals	A member of staff commented “Supervisions are held monthly. Another member of staff commented “Supervisions are held every 8 weeks.” Appraisals take place on annual basis.
Staff meetings	Twice a month staff meetings are held.
Handover procedure	Staff explained the handover involved the “24 comms form” the diary and verbal reports. Nurses meetings are held on a weekly basis.
Staffing levels	Morning - 9 care workers Afternoon - 6 care workers Night - 3 care workers Part time nurse The home recently recruited a full time nurse and a nurse to cover the night shift and explained the staffing ratio does depend on the care required.
Challenges or difficulties	Another member of staff commented “Dealing with residents with mental health can be challenging sometimes.”
Support by Management	A volunteer said they liked the home environment and commented “The managers were approachable the individual had received

	<p>induction training and is still receiving ongoing training. Working here has giving the individual confidence with their communication skills.</p> <p>A member of staff commented “The management has changed a few times since I have been here.”</p> <p>Another member of staff commented “The managers have an open door policy.”</p>
Improvements or changes	<p>Staff expressed their concerns “Improvements or changes which the home could make would be to employ more permanent staff and use fewer agency staff. Agency staff just do not have the passion to go the “extra mile” for residents. A suggested improvement was for the company to hire more permanent staff. The company has an incentive scheme to encourage staff to recommend new care workers or nurses. Permanent staff are given the opportunity to cover more shifts and are given extra shift pay.</p> <p>Staff explained that the furniture design of the chairs and sofas were too low for residents.</p>
Safeguarding procedure	<p>Staff and volunteers demonstrated an understanding of the safeguarding procedure and report any issues to the manager. Staff also understood they could contact the Council’s safeguarding team directly.</p>
Questions about residents	
Care plans	<p>On arrival individual's and family members contribute background information about the life history encompassing the person’s career, interests, likes and dislikes, personal care, food etc. That is used by the nurse to support in creating a care plan including the individual and the family input. Care workers observe any changes in the resident and share information with the nurses. Residents and families are informed of any changes to care plans.</p>
Residents preferences	<p>Residents are able to choose from the wide selection of activities and outings. Staff commented: “Residents are able to feedback their suggestions during the residents’ meetings.”</p> <p>For residents who are unable to make informed choices at meal times, staff show them the two display plates to assist them in making a decision.</p> <p>Displayed within the kitchen are photographs and information of residents with dietary requirements.</p>
Call bell	<p>Staff explained “All staff have access to a pager the system that alerts staff of the call bells and locations. The system is received via a monthly report.”</p>
Bed time and morning routine	<p>Residents choose what time they wake up and go to bed. One particular resident has the radio on for an hour before they go to bed.</p>
Activities/outings	<p>The home has their own mini bus and take residents on day trips.</p>
Meals	<p>Residents choose their meal choices after dinner. Breakfast is served within their rooms. At lunch time a three course main meal with two options per course are offered. Followed by a three course dinner menu with one option per course. Sandwiches are also offered at 9pm. Residents are able to access the rehydration station for drinks, yoghurt, rice puddings and fruit that is situated on each floor throughout the</p>

	day.
Additional information	<p>The home has a close relationship with St Christopher's Hospice. Staff support residents and family members in the end of life procedure and planning to support individuals in a plan called "Thinking Ahead".</p> <p>A few members of staff commented that they enjoyed working there and that everyone gets on well.</p>

Conclusion

The overall impression was that Sunrise Senior Living of Purley residents were happy with the care and treatment. One particular resident did mention concerns regarding agency staff and weekend staff. Residents were given the privacy and dignity was respected. Staff felt the managers supported them in their training and development.

Good points

- Positive feedback received from residents regarding the home;

Resident's comments:

- "I wake up when I want".
 - "The home is nice".
 - "When you are away from your own home this feels like home."
 - "Staff are very good, helpful and caring."
 - "The food is almost like home cooking. I can make any suggestions or ask for any meals."
 - "Staff are very friendly and kind." "I am very looked after from a medical point of view."
 - "Residents found the pets therapeutic" These included visits from dogs and a cats.
 - "A good selection of activities, I like the singing and entertainment."
 - "I enjoy the day trips."
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- Residents' meetings are held for individuals to raise any concerns or for an opportunity to put forward any suggestions. Minutes of these meetings a distributed to residents.
 - Rehydration station for drinks, yoghurt, rice puddings and fruit is situated on each floor.
 - Residents can access the hair salon, pedicure, manicure and beautician services at an additional charge.
 - The home supports residents in their spiritual needs by having weekly church services in-house.
 - Sunrise has obtained Beacon status in End of Life care.
 - Staff are supported with in a range of training and development.
 - New staff receive an in-depth induction process including being mentor by a permanent member of staff for several weeks.
 - Staff received regular supervisions and appraisals.
 - Regular staff meetings.
 - Staff feel supported by management.
 - Staff have undertaken accredited training in dementia care.
 - The home offers a varied selection of outings and has access to their own mini bus.
 - The Authorised Representatives observed residents participating in a play reading session.

- A wide selection of daily activities are offered for example entertainment, poetry, art and crafts, cookery, pottery.
- Reminiscence boxes outside residents bedrooms.
- Observed a do not disturb - care in progress sign outside a resident's room.
- Partnership working with St Christopher's hospice in end of life care.
- A private dining area room is available for families to book events.
- During the visit the Authorised Representatives got an opportunity to taste the lunch menu. The general consensus was that the home prepares food at a high standard.
- Large garden areas for residents to access at their leisure.
- Family barbeques take place in the garden areas.

Recommendations

Issues raised by residents:

- A resident from the dementia floor said "Monthly residents' meetings to encourage residents to give ideas. A lot of the residents here are very intelligent and would welcome the opportunity in putting their ideas forward for activities. I would like more varied activities from music and movement. A suggestion box for residents would be a good idea."

Recommendation: To implement regular residents' meetings on the dementia floor and to also have a suggestions box for residents to put forward ideas.

- A resident who requires assistance due to their mobility commented "When agency staff are on duty and during the weekends I am sometimes late or miss breakfast. There are also fewer staff working on a Sunday. It was also said that people are sometimes confused between carers and nurses as they seem to wear the same type of uniform"

Recommendation: Management to ensure that residents are woken up in time for breakfast and to monitor whilst agency staff are on duty and weekend staff. Management to ensure that adequate staff levels are in place to support residents during the weekend.

Response: Agency staff are paired up with permanent staff.

- A resident commented "It was difficult to identify registered nurses from carers."

Recommendation: To take this into consideration whilst remodelling staff uniforms.

- A resident commented "For some staff it was difficult to see the name badges and whether they are a nurse or care worker."

Recommendation: The home to have a standard position for name badges to be visible.

Response: The procedure is that staff should wear their name badge visible on the same side.

- Residents commented: "Food menu to be more simplified."

Recommendation: To use plain English for describing the meal choices or to have explanation written below the menu options.

Response: The residents are used to the description of the menu options and are used to eating a variety of food.

Issues raised by staff:

- “Management are planning on changing uniforms and are removing the bum bag which stores the work phone/pager and keys. The new uniform requirement is for the phone/pager to be placed in a trouser pocket.” Overall staff were not happy with the change. Staff are required to wear black or charcoal grey trousers which they must purchase themselves.

Recommendation: Management to come to a mutual and practical solution with staff on the best way forward.

Response: Sunrise central office have implemented new uniform for infection control risk.

- Staff commented “When agency staff are working they are less motivated they cannot show empathy towards the residents which is an issue.”

Recommendation: Suggestion is to build up a bank of staff to cover sick or annual leave.

Response: Sometimes due to the late notice of sick leave management cannot get permanent staff to provide cover.

- Some the new furniture is too low for residents.

HWC recommendation: Sunrise look at alternative options to support residents and staff to prevent injury.

Response: All furniture and decor within the sunrise home are identical. The home will look at alternative option or seat boosters to raise the height of chairs and sofas.

- There was some slight confusion about the frequency of supervisions between staff and which needs clarification.

Recommendation: Management to communicate the frequency of supervision sessions with staff. This will allow staff adequate time to prepare for meetings.

Disclaimer

This report is a representative sample of the views of the residents, carers and staff that Healthwatch Croydon spoke to within this timeframe and does not represent the views of all the patients, carers and staff at Sunrise Senior Living of Purley. The observations made in this report only relate to the visit carried out at on 24th February 2016.