



# Stockport Local Involvement Network

Sunrise Senior Living, Bramhall

Care Home Visit

Tuesday 28<sup>th</sup> July 2009

A report compiled by the Stockport Local  
Involvement Network

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## What is the Stockport LINK?

**The Stockport LINK is a network of groups and individuals from across Stockport coming together to ensure that health and social care services are planned and delivered to meet the needs of the people that use them.**

### The LINK will:

- **Find out what people like and dislike about health and social care in Stockport.**

We are always here to listen at the LINK Support Office, if you know of a wider health and social care issue in Stockport, let us know. The LINK is proactive in producing questionnaires and feedback forms that are circulated around the Stockport area for a wider balanced view.

- **Suggest ideas to help improve these services and consider specific issues of concern to the community.**

Because the LINK is made up of Stockport residents, these issues and the ideas to help tackle them are being formulated by you and people representing you. The LINK wants to hear about your experience of health and/or social care services in Stockport.

- **Visit premises in Stockport where care is provided or those providing care to Stockport residents.**

This is called Enter & View, and is undertaken by trained LINK members. Authorised LINK members can visit care premises to view the quality of care, write a report and feed back to both the organisation providing the care and the wider public.

- **Work with and influence those who make decisions about new services or existing services to help make them better.**

The LINK has the power to make statutory bodies listen; they are under an obligation to respond to LINK requests and reports within a given amount of time, meaning that the LINK can really make a difference.

- **Be flexible, providing many opportunities and different ways in which you can get involved.**

One of the great things about the LINK is that you can be as involved as much or as little as you like. From being a Core Group member, attending meetings, participating in Enter & View, participating in subgroups or you can simply choose to receive the Newsletter or provide us with your feedback. The choice is up to you.

**Sunrise Senior Living Nursing Home, Bramhall**

**Tuesday 28<sup>th</sup> July 2009**

**Report from:** Stockport LINK Enter & View Team

**Visiting Members:** John Leach, Gerry Wright, David Atkinson support: Maria Kildunne

**Report to:** LINK Core Group

**Date:** 15<sup>th</sup> August 2009

**Subject:** Informal Visit

**Appendix:** Star ratings used by the Care Quality Commission

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**Introduction**

Sunrise Senior Living care home is a privately run establishment catering for older people. The home was registered and opened in October 2008. The building is purpose built and also provides accommodation and personal care to 26 people with dementia. Sunrise has over 27 homes throughout the UK.

The Care Quality Commission carried out an unannounced visit to the home in February 2009. The Commission gave the home 2 stars. For Star rating please see appendix 1. For a copy of the Inspection Report please visit <http://www.cqc.org.uk/registered-services-directory/RSSearchDetail.asp?ID=0000072968&Type=CRH> or the LINK Support Team can forward you a copy by post.

The LINK Team were welcomed by the concierge on reception and invited to the bistro whilst we waited for Liaison Officer Alison to give us an introduction about the home and a visit around the building.

No. of Resident Places: 46

No. of Places with nursing care: 26 for people with dementia

Total no. of places: Sunrise Bramhall is registered to take 87 people

No. of Staff: Staffing levels are determined according to need plus 20%

Residents are mostly from the Bramhall area with some coming from outside the Stockport area. Alison stated the prices of the home start from £720 per week.

## **Purpose of the visit**

This visit was an opportune visit as the LINK came across an advertisement for an open day at the home. The LINK felt this would be a good opportunity to see an establishment known for high quality and to acquaint themselves with the staff here and familiarise themselves with service delivery of a local care home.

## **Building**

The building is decorated to a high standard and is very clean and welcoming with a cafe bistro in the entrance. This is a place for relatives, friends and visitors to meet and chat on arrival.

The home has its own 'Sunrise' Yorkshire terrier dog who the residents and staff appreciate and gives the place a homely feel. Animals of residents are also accepted to sunrise.

All the corridors has leaning shelves instead of hand rails to encourage people to socialise and chat in corridors. The corridors are extra wide, accessible and the entrance has a grand staircase and an accessible lift.

There are ample places to meet and socialise including a quiet sensory room, tv areas, reading areas and a communal kitchen for cooking sessions.

There are rooms to accommodate a variety of lifestyles; double and single rooms, and many of the rooms have their own kitchens and living room spaces. Residents also have their own personal phone lines. On admission all residents are encouraged to make a memory box which is on display outside their rooms which contain pictures and items that are special to them. These are a pretty feature to the home and act as a talking point amongst residents.

Each resident has their own front door key and doors are not kept open. Call buttons are on a computer system and any faults show up immediately.

All rooms have en-suite bathrooms which are ample, accessible and decorated to a high standard.

There were no problems parking on visiting Sunrise Bramhall.

## **Resident Engagement**

Sunrise has a dedicated activity team and there are 5 planned activities a day for residents to dip in and out as they wish, the visiting team were shown the activity calendar and each resident receives a copy.

A resident's council is held once a month and are very much involved in the running of the place e.g. helpful in terms of turning off the lights etc...

There is a Friendship Club every afternoon. The activities at the friendship club varies from bingo, wine tasting, card games, garden parties and word searches, fruit tasting etc...

There is a large garden to the rear of the home leading from the dining area. Sunrise has a Horticultural Club which looks after the home's allotment, which they hope to use some of the food grown eventually in the kitchens. The home recycles where possible and has its own compost. Outdoor sports are encouraged and the team saw an area to play boules.

Various visiting clergy often attend the home to meet the spiritual needs of the residents.

Head office writes out to all residents and families regularly to obtain feedback about the home.

The home encourages local residents from outside to come and use the facilities and meet residents in activities.

## **Food/dining**

There was a large dining area for residents and the tables were neatly set out. Residents can have a glass of wine or any other beverage with their meal. Each table had a menu of which people were able to choose from a good choice on a daily basis. The home has an 8 week cycle choice of menu and there is a different soup for every day of the month. Evening meal consists of three courses.

Nutrition very important to sunrise and people involved and staff attended regular training to keep up to date.

## **General Support**

GP visits regular from one GP and the home has a good relationship with this GP. Prior to admission each resident is assessed for their individual needs. A care plan is

written from the perspective of the resident and as much personal history is obtained so that the staff can attend to need in a personable way.

Residents are encouraged to bring as many personal items including furniture as they wish.

The staff at Sunrise do not wear uniforms to add to the informal atmosphere, the staff the visiting team saw were well dressed and friendly. group interviews for staff were held every Thursday and were shortlisted by the management team.

The floor which provided personal nursing care there was a well equipped reminiscence area which helped people with dementia.

## **Conclusion**

Sunrise Bramhall is overall a friendly home which appeared to have a high quality standard of care.

Resident activity was a high priority for the home and residents appeared to be involved in the activities that were being offered. The team did not speak to any of the residents or staff in depth, but those that they did see appeared to be happy and content.

The findings of the team appear to be consistent with that set out in the care Quality Commission Inspection Report carried out in February 2009.

## **Recommendations**

There are no specific recommendations, only to keep an open communication between the LINK and Sunrise about events and relevant issues which may arise for either party.

The views in this report are of the collective team of Enter & View Representatives who visited Sunrise and only apply to the day on which the visit was made.

*Stockport LINK August 2009*

## **Appendix 1 – Star Ratings Used by the Care Quality Commission**

The Care Quality Commission is the independent regulator of health and social care in England. their aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes, or elsewhere.

They regulate health and adult social care services, whether provided by the NHS, local authorities, private companies or voluntary organisations. And, they protect the rights of people detained under the Mental Health Act.

Following a key inspection of a service the Care Quality Commission publish a rating that describes the quality of care it provides.

The ratings scale is:

- 0 stars - poor
- 1 star - adequate
- 2 stars - good
- 3 stars – excellent

Inspection reports include a description of the outcomes that people using services should expect. They use the outcomes in the national minimum standards (NMS).

- When assessing the quality of care services the outcomes allow them to focus on the experiences of people who use services and what's important to them.
- They make judgments about the quality of services against each of the outcome areas. They then use these judgments to work out the overall quality rating for that service.

For more information about ratings or the national minimum standards please visit the Care Quality Commission website: [www.cqc.org.uk](http://www.cqc.org.uk)

Or contact the Stockport LINK Support Team on 0161 477 8479