

## Sunley Court

### Compassionate Care

At Sunley Court, all our staff have been trained to interact with residents with dignity and respect. Care plans are written considering the needs, preferences and wishes of the resident ensuring they are person centred and also ensures we work in ways that maintains their dignity. All staff have regular supervisions where staff can reflect upon and discuss working practices, systems in place and any action plans are created where needed. A SEA is completed after each death, we find this to be a great way for staff to debrief and reflect on the death and to identify staff that may need extra support when a death has occurred. Staff find this to be of benefit as per the reflective account provided.

### Ongoing Learning

Sunley court will continue to update staff's knowledge in end of life care and our care practices. Plans are in place with other organisations to expand knowledge and be recognised as a compassionate community expanding on links with the local community. Staff continue to have annual GSF refreshers and continue to reflect on practices through staff meetings and supervisions.



### Sustainability

At Sunley Court, all of our staff have been trained on the Gold Standard Framework during their induction and have updates with our senior team also taking part in a 'what to do and when' workshop. We believe that good communication is key for an efficient service. All staff are invited to attend the monthly coding meetings where all residents would be discussed and coded appropriately. We neighbour a local hospice who we can often turn to for advice and services such as a rapid O/T assessment or for guidance, and also hospitals regarding GSF for a speedy discharge back from hospital when necessary.



We can't express how much we appreciated the fantastic care and love of all the staff through that very difficult period!  
Relative

### Future End of Life Care

The GSF programme continues to underpin Sunley Court's end of life provision and looks forward to continuing its affiliation with GSF to ensure end of life care continues to be at the highest level. Sunley court actively seeks feedback from residents, staff, families and visitors to the Scheme. Feedback is always displayed and acted upon. Residents continue to have input into the vibrant community and we have encouraged regular family meetings which were introduced following Covid restrictions lifting.

Sunley Court will continue to move with guidance and innovative technologies which will compliment our care service to provide the best possible care to all.



We are so passionate about end-of-life care and our residents having a good death, it's no longer taboo for us which has taken a lot of hard work, patience and dedication for the whole team.

The Care team are outstanding at delivering and discussing end of life care; care which is delivered with love and empathy and understanding. We put a lot of time into supporting and comforting the residents' loved ones which is so important.

We have such a hands-on team especially in end of life care from care staff, senior management, activities and wellbeing team - we all play a part. We have worked so hard on getting this right and learning continuously to adapt our practices. From initial assessment with the wellbeing team, GSF is embedded throughout the processes we use.

*Registered Manager*



### Contact Us



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### Overview

Sunley Court is a Retirement Scheme of 40 apartments and is rated "Good" with the Care Quality Commission. Sunley Court began training with GSF with a Regional Training Centre in 2016, received their first Accreditation award in 2020 and Re-accredited in 2023, gaining Platinum status and winning Retirement Village of the year.



Sunley Court provides person centred care including end of life care with an onsite staff team who deliver compassionate care with dignity and compassion. At Sunley Court, all residents are informed about the Gold Standards Framework and the importance of thinking about and planning for the future. Sunley Court has a GSF board in the reception area to promote ACP and its benefits. Before moving to Sunley Court, all residents have a baseline Wellbeing assessment, which includes a discussion on GSF and ACP.



Having knowledge and confidence with GSF has made us all proactive in ensuring we have everything in place for the resident, families and loved ones. We are proactive in ensuring we have all our plans, special patient notes and anticipatory medications in place well in advance to enable our residents to have a good death.  
Staff

