

Spring Gardens Care Home Service

67 The Promenade
Joppa
Edinburgh
EH15 2EA

Telephone: 0131 468 1630

Type of inspection: Unannounced
Inspection completed on: 23 November 2017

Service provided by:
Abercorn Care Ltd

Service provider number:
SP2003002437

Care service number:
CS2007162838

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This care home service for older people registered with the Care Inspectorate on 1 April 2011.

It is registered for 21 places and has senior carers and carers who support and care for residents. It is part of a small group of three care home services owned by Abercorn Care Ltd, all situated close to each other.

Spring Gardens is by the sea at Portobello beach and promenade and is close to the town centre. The home is within an older building with extensions and upgrades to provide a mix of rooms sizes, many with en suite and some with sea views. Two of the rooms are large enough to be double rooms. We support the use of double rooms for people who have existing relationships and wish to continue living together in a care home.

The rooms are on two floors, with a sitting room and dining room on the ground floor. There is access to an enclosed paved garden courtyard. During the inspection the garden area at the front of the home was being made more accessible for people by widening the path. This garden led onto the promenade and beach.

The services aims and objectives include:

"...to assist you to obtain your maximum potential.....to be sensitive and empathetic....to create an atmosphere of friendship and trust."

What people told us

There were 18 people living in the home at the time of the inspection and we spoke with everyone. We also spoke to two relatives, thirteen staff and four visiting professionals. Before the inspection we received completed questionnaires from two residents, eight relatives and three staff. We also used observation to help involve experiences of people who could not tell us about their views.

Residents and relatives all felt that overall they were happy with the quality of care that they or their relative received at the home. Many felt the size and location of the home was a strength, their comments included:

"I chose this home because it is small and homely, so much better than these big impersonal homes. The staff are all kind and caring and there is access to the garden courtyard where we often sit in the summer". (resident)

"We are very happy with the care that my relative gets".

"I am happy here but.....I can be a little bored with the activities".

"The food is good, but there isn't much choice".

"It's a nice small home and is a well knitted community; the place makes for harmony and good feeling....I couldn't be in a better home".

Other comments are highlighted in the report along with comments from the four visiting professionals and care home staff that we spoke to.

Self assessment

We are not asking services to submit a self-assessment for this inspection year. During the inspection we discussed improvement plans. The manager was working with the other services in the group to consider future plans, although there was an environmental development plan already in place. Involving residents and relatives in determining improvements would be a positive way to take forward future plans. This inspection and the new health and social care standards should also inform the plan. The new standards can be accessed at <http://www.gov.scot/Publications/2017/06/1327>

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We felt that the quality of care and support was very good. We saw some positive interactions from staff while they helped people in the sitting room and at breakfast. One resident commented;

"there is a high standard of care given here"

The activities coordinator offered a range of individual and group activities. During a group activity one carer skilfully enabled a resident who had difficulty with speech to get involved. Many residents enjoyed the privacy of their rooms, some had very good views. Residents felt that staff supported them well;

"I've got no complaints at all, I've also got the best view in the house. I watch everyone coming and going, I've got to know them even though they don't know me!"

Some of the residents had been supported to get involved with a regular promenade walk that the coordinator organised.

"They help me out onto the prom and the wind blows all the cobwebs away". (resident)

People experiencing care had care plans. We spoke to people about what was important to them and often the plans reflected these areas, helping staff to know and understand people's needs and wishes.

We felt that the quality of management and leadership was very good. The manager had taken up post in April 2017, but had worked within the company and was known by everyone. Residents, relatives and staff all felt the home had a good atmosphere. People were treated respectfully and visiting professionals commented on how all staff knew residents well and worked closely with them;

"they make very appropriate referrals to us and help with difficult ethical decisions by involving and advocating for residents". (visiting professional)

Many residents had made new friends and developed positive relationships with each other;

"This is my favourite place to sit, here next to...name of another resident.....we keep each other good company and staff support us really well".

What the service could do better

The home had access to its own transport and to a contracted taxi service. Staff supported residents to access the community and should continue to make sure everyone can do things that are important to them. Aspirational care planning can also help residents fulfil a wish or desire.

The care plans were very detailed and we found them difficult to follow, although the manager told us staff were able to use them. The manager was keen to condense the plan, make it user friendly and reflect what is important to people. These improvements were being considered across all their homes. The six monthly reviews condensed the care plan and would be a good format to consider. The meaningful and measurable work available at the personal outcomes collaboration could also help develop planning and recording systems see <https://personaloutcomescollaboration.org/recording-outcomes/>

Residents who had topical medication should all have charts to record when this is given to help monitor the effect of the medication.

While residents felt the quality of food was good, some felt choice could be improved. The manager explained they had consultation groups with staff and residents to involve them in menu choice. We were told that relatives were invited to participate and comment in all aspect of care, including the menu. We spoke about improvement plans for the whole service and the benefits of getting everyone even more involved in developing these.

(See recommendation 1).

While the home supported staff to understand dementia care the Promoting Excellence in dementia care is a free resource available at <http://www.sssc.uk.com/about-the-sssc/multimedia-library/publications/70-education-and-training/2908-promoting-psychological-wellbeing-for-people-with-dementia-and-their-carers>. We discussed the importance of ensuring staff were practicing at enhanced levels of dementia care. This will help reassure people with dementia that staff know how to care and support them well.

Finally, we spoke about some of the different things the service could do to build on their strengths. This included developing the involvement and relationship with the local community, for example, opening the promenade walks more widely with fitness goals. Care about physical activity is a project being promoted by the Care Inspectorate. There are other ideas and suggestions about how care services can increase physical activity, see the link: <http://hub.careinspectorate.com/improvement/care-about-physical-activity/>

Finally, we spoke about some of the different things the service could do to build on their strengths, like involving residents in recruitment practices and considering creative ways to support residents with their aspirations and wishes. Care about physical activity is a project being promoted by the Care Inspectorate along with other initiatives on the Care Inspectorate hub, for example see the link about physical activity : <http://hub.careinspectorate.com/improvement/care-about-physical-activity>.

The manager also discussed offering a bereavement service to support relatives. The manager was enthusiastic about continuing to improve the home and letting everyone get involved will help create improvements that matter.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To help improve the service in ways that are important to residents, relatives and staff it is recommended that more ways are developed to involve people in a service improvement plan.

National Care Standards, Care Homes for Older People - Standard 5, Management and Staffing Arrangements

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
1 Feb 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
3 Nov 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
1 Oct 2014	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good
11 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
31 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 6 - Excellent 6 - Excellent
9 Feb 2011	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
26 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
9 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
24 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
11 Nov 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
16 May 2008	Announced	Care and support	3 - Adequate

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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