

# Spring Gardens Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

5 March 2020

**Service provided by:**

Abercorn Care Ltd

**Service provider number:**

SP2003002437

**Service no:**

CS2007162838

## About the service

Spring Garden is registered to provide care for 21 older people. The home is part of a small group of three services owned by Abercorn Care Ltd, all situated close to each other. Spring Garden is in Portobello, on the beach, the town centre is a short walk from the home. There is good access to local facilities and transport.

The care home is a traditionally built home which had been extended and upgraded. Residents' bedrooms are on the ground and upper floors. The home has a dining room, residents' lounge and a small sitting area on the ground floor. Residents have easy access to an enclosed courtyard and a garden.

The service's aims include; '... to assist you to obtain your maximum potential...to be sensitive and empathetic... to create an atmosphere of friendship and trust.'

This service has been registered since October 2007.

## What people told us

We spoke to seven people, who stay at Spring Gardens and received 12 completed questionnaires. The questionnaires were completed with the assistance of relatives or staff. We also spent time observing staff practice in the home and how the staff interacted with people. We received very positive feedback regarding how much people enjoyed staying at Spring Gardens. People said they were happy and spoke very highly of the staff. Staff were described as "lovely and good" and that "they (staff) couldn't do more". A resident told us that they were "contented and very happy being contented" and that there was "not a thing wrong with my care". People said they that they were "very happy".

We spoke to or were contacted by three relatives during our inspection and received 12 completed questionnaires from relatives or friends. The feedback, in general was very positive. However, there were comments made regarding the meals and communication with families. Other relatives told us that they were more than delighted with the care. A relative said they had "faith and trust in the staff" and that "nothing was too much bother for them". They felt the staff were so patient and kind. Spring Gardens was described as a "caring environment" and "although not purpose build, very homely".

We looked at the concerns raised by relatives as part of the inspection.

The views of the residents and their families have greatly informed the findings of this inspection and are included throughout this report.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed

How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

**How well do we support people's wellbeing?**

**5 - Very Good**

We assessed the service to be performing at a very good level, in which some elements were of an outstandingly high quality. This meant that the service demonstrated many major strengths and some potentially sector leading elements in supporting positive outcomes for the people who used the service.

One of the fundamental factors within Spring Gardens was to be that the management team and organisation had set the philosophy amongst all staff regarding the shared values and behaviours within the home. They had worked closely with people and their families to ensure that they were meeting their needs and expectations. This included encouraging and supporting them to become involved in the life of the home. A relative said that the staff had organised a tea party to welcome their relative to Spring Gardens. People were comfortable about introducing themselves to new faces to the home and engaging in discussions about what was happening locally or in general. Consequently, people were very comfortable to discuss any concerns they may have with the staff team. This resulted in people and their families building trusting relationships in a way that they felt comfortable with.

Staff continued to work with warmth and compassion to ensure that people were treated as individuals. Staff took time to ensure that people were not being rushed or hurried. People were supported to make decisions in their own time. Staff were very aware of people who were becoming stressed or anxious. They were reassured and distracted in a sensitive, caring manner and not 'fobbed off'. This resulted in residents' anxiety being minimised in a way that made them and their thoughts valued. There was a lot of fun and laughter between people. As a consequence people felt comfortable, secure and valued. The previous areas for improvement regarding choice and supporting people with dementia had been met.

People enjoyed a wide range of activities and events. The activity co-ordinator and all the staff were fully involved in promoting a sense of purpose and inclusivity for people. The spiritual therapy session and the making of lavender bags were both well attended and really enjoyed by those present. Staff continued to support people to use their local community facilities and encouraged the local community to visit the home. The open table session had been a great success with many of the residents enjoying new faces to chat to at lunchtime. This meant that people continued to be active members of the local community. Staff facilitated, supported and encouraged each person to remain independent and enabled them to make choices about their daily life. There was a focus on ensuring people were occupied and not bored. This had contributed positively to people getting the most out of life and socialising with their peers.

There was a good working relationship between visiting professionals and the staff. This had led to residents' healthcare needs, treatments and any interventions being addressed and managed effectively. This meant that any treatment or referrals were made promptly, respecting the residents' needs and wishes.

There was a positive culture of continuous improvement within the home. We found that the quality assurance processes and procedures continued to be an integral part of how the service operated. Audits had been

undertaken and detailed development and improvement plans were in place to address concerns identified. There was a whole team approach to improving the service and the outcomes for the residents. Staff took pride in and spoke highly of working at Spring Gardens. This meant that the residents experienced a warm atmosphere because staff had a good working relationship. A variety of both formal and informal methods were used to seek feedback from residents and relevant others. All the suggestions we made throughout the inspection process were promptly addressed or appropriate steps taken to implement.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

This key question was not assessed.

## How good is our setting?

This key question was not assessed.

## How well is our care and support planned?

**5 - Very Good**

We assessed the service to be performing at a very good level. This meant that the service demonstrated many major strengths in supporting positive outcomes for the people who used the service.

People's care planning reflected their needs and wishes. The service had taken significant steps towards fully introducing a new electronic support planning system. Not all the information relating to people's care and support was fully incorporated into the system. However, as the inspection progressed, staff worked hard to ensure all relevant information relating to the care and support of the residents was held within the electronic system.

People's personal plans contained a lot of details that were specific to each person. There were many examples where care was focused on outcomes for people. They set out how their needs will be met, as well as their wishes and choices. People said that they felt that the staff knew them very well and were able to give the care they wished. This meant that people experienced the care and support that was right for them. The management team and staff were working together to continue to improve the documentation.

People were involved in developing and reviewing their personal plan. We found that the care review process was being used effectively to identify the people's thoughts, views or wishes. We felt that the review process could further focus more on considering how the service can support people's aspirations and not just confirming that people were happy at staying at Spring Gardens. This would give people the opportunity to try to make their hopes and wishes come true rather than accepting life as it is.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The provider should ensure that all care staff are supported to put their dementia training into practice. This will help ensure a person-led approach to the care of people living with dementia.

**This area for improvement was made on 12 March 2019.**

#### Action taken since then

See body of report. This area for improvement was met.

#### Previous area for improvement 2

The provider needs to ensure that residents are supported to bed and assisted out of bed at times which meet their needs and personal choices.

**This area for improvement was made on 12 March 2019.**

#### Action taken since then

See body of report. This area for improvement was met.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

### Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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