

Spring Gardens Care Home Service

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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Abercorn Care Ltd

Service provider number:
SP2003002437

Service no:
CS2007162838

About the service

Spring Gardens is registered to provide care for 21 older people. In Joppa, adjacent to Portobello, the home overlooks the promenade and the beach. The town centre is a short walk from the home and there is good access to local facilities and transport. Free car parking is available close to the home. The service is provided by Abercorn Care Ltd.

The care home is a traditional build which had been extended and upgraded. Bedrooms are on the ground and upper floor. There are 18 bedrooms, three of which could accommodate couples if required. Eleven rooms have en suite facilities, the provider continues to review the bedroom facilities and plan for further upgrades. Communal bathrooms and bathing facilities are available on both floors.

A dining room, conservatory and lounge are situated on the ground floor. A lift is available to assist people to move between both floors. People have easy access to an enclosed courtyard and a garden which is welcoming and enjoyed by people and their visitors.

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 was a focused inspection to evaluate how well people were being supported during the Covid-19 pandemic and outbreak of outbreak.

What people told us

At the time of our inspection there were 12 people living in Spring Gardens. We had general conversation with three people in communal areas. Most people were choosing to remain in their rooms, some were isolating in their rooms.

We spent time observing how well staff and people interacted. We saw examples of positive interactions that demonstrated people were treated with kindness, dignity, affection and respect.

We spoke with two relatives by phone and reviewed an email of thanks from another. Relatives were very confident in the care and support provided and spoke positively about their family members home. They described high quality care and support provided by a consistent, caring and skilled staff team. They were assured that their family member was respected as an individual and that they received the right healthcare at the right time.

Comments included:

"Massively reassured by the care home - it was the right decision, absolutely the right place".

"Care has been fantastic".

"Very encouraging with people with dementia...really good at engaging with mum".

"Are receptive to relatives making suggestions".

"Any issues the staff are very quick to tell us".

"Please extend our gratitude to all the wonderful staff".

We contacted health professionals who have regular contact with the service. They expressed their confidence in the care and support people and their families experienced.

"They are a pro-active service".

"All the staff really care for residents and take on board their individual needs, it is a good home".

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 good is our care and support during the COVID-19 pandemic?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic? 4 - Good

7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic

We evaluated 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.

The focus of this inspection was to evaluate the care and support which people have received during the Covid-19 pandemic. The staff team appeared resilient and were focused upon supporting and improving the well-being of people in their care.

Relatives were confident that the health and well-being of their family member was being supported by a competent, knowledgeable and thoughtful staff team. Relatives described high quality care that was right for the individual and families. Arrangements were in place to keep families updated about individuals well-being and relatives had been fully involved in decisions about care and support.

People's health and care needs had been reviewed and care plans were detailed and informed staff practice. The service recognised the importance of personalising the content of the information in the care plans to promote person-centred care. Record keeping was of a very good standard, this meant that information was easy to find and was up to date. As a result, people received the care and support that they needed.

Staff were proactive about accessing support and advice in response to people's changing health needs. The service had established links with health professionals who reported confidently on the care and support provided for people prior to and during the pandemic. They confirmed that the service had a real understanding of the need for review and referral on when there were changes in people's well-being. We were informed that Spring Gardens use of services was appropriate and how professionals were 'very impressed' with their response to the pandemic. One commented "all the staff that they have are really caring and are such advocates for their residents".

Staff were knowledgeable about people's health and wellbeing needs. They described actions taken to meet people's nutritional needs and this reflected our observations. People had access to snacks and drinks when they wanted. Individualised puddings, fruit and chocolate were available to tempt people to eat when appetites were reduced. Where there was a need for people's food and fluid intake to be recorded, we saw that staff had completed records correctly and evaluated the results to support ongoing treatment for people.

We saw meaningful conversations and involvement between people and staff. This promoted a feeling of purposefulness and well-being and our experience was validated by relatives. Relatives also described how visiting arrangements (prior to the outbreak of infection) was planned, but flexible to meet individuals circumstances.

The service had worked hard to maintain a calm and welcoming environment while caring for people in their bedrooms due to the outbreak of Covid-19. We felt that good teamwork helped support this.

7.2 Infection control practices support a safe environment for both people experiencing care and staff

We evaluated the service to be performing at a good level. There were a number of important strengths that clearly outweighed the areas for improvement.

Spring Gardens had maintained a welcoming, bright and homely feel. The bedrooms, en suite rooms and communal areas were found to be clean and tidy.

The housekeeping team were knowledgeable and had a good understanding of infection, prevention and control practices. There was a good supply of cleaning products and solutions which were suitable for a range of cleaning purposes. We saw records of cleaning, staff guidance and evidence of management oversight to assure scheduled work was completed in a timely manner. This supported the frequent cleaning of commonly touched surfaces.

Housekeeping hours had increased during the pandemic to re-enforce cleaning throughout the day, seven days a week. Cleaning schedules were managed overnight by the care team. The service managed laundry and clinical waste in line with guidance.

People's individual care equipment including wheelchairs and mattresses were clean and fit for purpose. A process was in place for the cleaning of shared equipment. We identified some aspects where practice could be improved upon and this was actioned during the visit.

There was a good supply of Personal Protective Equipment (PPE). The PPE stations were readily available throughout the home and located by clinical waste bins. Staff were seen to wear, use and dispose of PPE in line with guidance. People and staff had ready access to hand sanitiser and good hand washing was promoted. Posters and guidance throughout the home promoted best practice in these areas.

Both care and housekeeping staff were working in designated sections of the home to support good infection, prevention and control practice. Where people were isolating, doors were closed and signage was clear and detailed the date that isolation would end.

Staff had received Covid-19 and infection, prevention and control training and were confident in their practice. Audits and checks helped encourage safe practice, including observing staffs hand hygiene and use of PPE.

Testing for Covid-19 was taking place for both staff and people using the service in line with current guidance.

The design and layout of the homemade physical and social distancing is a challenge. The traditional build meant that space in some areas including the laundry and corridors was restricted. Not all people had their own bathrooms. The provider continues to review the environment and plan further upgrades where practical.

7.3 Staffing arrangements are responsive to the changing needs of people experiencing care

We evaluated 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.

Staffing arrangements worked well and there was strong and effective teamwork. Relatives told us of the commitment of staff, one commented 'they are cheerful and it has been the most difficult time'. Relatives knew staff and described how the consistency and availability of the team had been reassuring and essential to high-quality communication during the pandemic.

Staff described a 'close knit' workforce whose strength was their resilience and commitment to those they cared for and worked with. Staff showed a flexible attitude and ability to meet challenges.

Staff levels and the mix of staff supported people in both communal areas and bedrooms to have the appropriate level of observation and care. For example, staff discussion and care records evidenced how staff had met the needs of an individual who walked with purpose and for whom isolation was difficult. Staff had been responsive to their identified needs and the necessary support provided. A process for the formal review of people's needs helped the service to plan staffing arrangements.

Communication was effective and staff reported positively on support they received during this pandemic period. Staff had received training and guidance on infection prevention control, Covid-19 and the use of PPE. There were also checks in place to confirm that staff were following guidance and meeting expected standards of practice. This meant that people were receiving support from staff who understood the risks of Covid-19.

Staff had access to wellbeing resources which helped build resilience. Staff told us they felt valued at work and that managers were visible, approachable and understanding of the challenges staff faced working through the pandemic. The provider was organising longer-term support to underpin staff well-being.

Complaints

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

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	5 - Very Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

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