

## Spring Gardens Care Home Service

67 The Promenade  
Joppa  
Edinburgh  
EH15 2EA

Telephone: 0131 468 1630

Type of inspection: Unannounced  
Inspection completed on: 1 February 2017

**Service provided by:**  
Abercorn Care Ltd

**Service provider number:**  
SP2003002437

**Care service number:**  
CS2007162838

## About the service

Spring Gardens is a care home service, registered to provide care for up to 21 older people.

The service is provided in a stone built, detached property in a residential area to the east of the city of Edinburgh. It is close to shops, bus routes linking to the city centre and other local amenities. The home is situated on the promenade, with views overlooking the beach and out to sea.

The building has been extended to the rear of the property, and there are enclosed gardens both to the front and rear of the house.

Accommodation is provided on two floors, with stairs and a passenger lift giving access to the upper floor. There are three twin and 15 single rooms. Ten of the rooms have en-suite wash hand basin and toilet facilities.

Spring Gardens is owned by Abercorn Care Limited, who also own two other homes in the local area.

Abercorn Care Limited's stated Aims and Objectives say that they aim to set "small achievable goals on an upward spiral toward excellence" and "to be flexible and designed to meet your needs."

## What people told us

The content of 20 pre inspection questionnaires, speaking with residents, relatives/carers and staff informed our inspection. We met most of the residents during our inspection and respected the privacy of those who did not wish to speak with us.

Residents and relative/carers told us that they were happy with the quality of care in Spring Gardens. Positive comments were made about the cleanliness and comfort of the environment, the kindness and consideration of staff, the quality of meals and the overall standard of care and support provided in the home.

Relatives /carers told us that they were always made welcome when visiting and were contacted appropriately for example, in the event of illness and or any accidents or incidents.

In some of the pre inspection questionnaires, which were completed on behalf of residents some responded "don't know" or "disagree" to questions relating to knowing about the service complaint procedure, their right to make a complaint to the Care Inspectorate and being asked their views on how the service could improve.

We provided a copy of the questionnaire summary sheet to the manager to follow up these issues through residents and relatives/carers meetings.

Some of the comments made by residents and relatives/carers were as follows:

"The staff are excellent."

"Although there is entertainment and activities, very few meet my needs."

"Staff are very caring, but very busy."

"I cannot fault the care and support provided for my mother who has dementia. A very homely, cosy environment. Could not be happier with my mum's care."

"The choice of meals could be better at times, limited alternatives are provided."

"I like being here, I feel well looked after, staff are good and attentive and my room is comfortable and clean."

"Our relative is very well looked after, she likes the food and the staff are consistent which helps with care provided and contact with families. We are kept up to date with our relatives care. Staff are wonderful and considerate. Activities are good and there is consistent and good, very good care."

"I could not enjoy the quality of life I have without their kindness and support."

## Self assessment

We received a fully completed self assessment document from the manager. Under each statement the manager noted strengths of the service and areas which could be improved or developed further.

The grades awarded through self assessment for each quality theme and statement were all 6 - excellent while the grades awarded through inspection for each quality theme were 5 - very good.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	5 - Very Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	not assessed

## Quality of care and support

### Findings from the inspection

Residents and relative/carers were complimentary about the overall quality of care provided in Spring Gardens. They told us that staff were responsive to the needs of residents and care was provided with consideration and respect.

Residents looked well presented in their personal appearance and were comfortable and at ease in the home and with staff. Attention had been given to the laundering and storage of clothing, care of personal grooming items and personal aids such as glasses, all of which we saw were clean.

This may assist residents to be presented as they preferred and contribute to their general feelings of wellbeing. Humour and laughter was part of interactions with staff which residents told us they enjoyed and may also be beneficial to their overall wellbeing.

Care plans were person centred and descriptive of the individuals' needs and how these needs were to be met.

Regular evaluation of care plans and associated records, such as charts and risk assessments also informed the care plan. For example any needs relating to skin care, nutrition and prevention of falls. Evaluations and care plan reviews helped staff to identify any changing care needs and action plans were used to note progress.

Residents and relatives/carers were confident that staff would meet their (or their relatives) healthcare needs and contact healthcare professionals when necessary. Advice of healthcare professionals were included in care plans which indicated appropriate referrals were made and advice followed.

Specific dietary needs were catered for and residents commented on the lovely home baking but there were mixed views on choices at mealtimes. The cook was aware of residents' preferences and confirmed that alternatives to the planned meal could be provided. However, one resident told us the alternative was always an omelette whilst another told us "if you can ask" (for an alternative) this was provided. We have asked that residents are made more aware of the range of alternative choices for meals available to them.

Planned activities took place which residents could join in if they wished. However, residents also told us that their preference for quiet time and pursuit of their own interests such as reading or listening to the radio were respected.

The high standards of care provided resulted in positive outcomes for residents.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

We saw a high standard of cleanliness and general maintenance throughout the home. However, some minor repair work was needed where doors had been damaged and some décor and equipment was showing signs of wear and tear. Plans were put in place to have the remedial work attended to.

Housekeeping staff had enough equipment and cleaning materials for them to keep the home clean and to help in promoting safe infection control practices.

Bedrooms were enhanced by personal belongings, as the individual preferred, and call bells and pressure mats were available to alert and summon staff. All towels and bed linen were fresh and clean and duvets and pillows were fit for use.

Specialist equipment such as hoists, baths and slings were regularly checked by an external contractor in line with LOLER requirements. (Lifting Operations and Lifting Equipment Regulations 1998). These checks were up to date.

Accidents and incidents were recorded and included a regular evaluation of these to inform any preventative actions.

Environmental risk assessments and checks were used to identify and manage any potential risks, for example, the hot water supply, use of bedrails and safety of windows. Systems were also in place to ensure the safety of equipment and installations such as electrical equipment, gas appliances and the passenger lift. We saw that these checks were up to date.

Monthly assessment of each resident's needs informed the staffing provided. Generally residents and relative / carers and staff felt there were enough staff available. However, one resident disagreed and a relative commented "enough staff but they are often very busy". We discussed the staffing arrangements and were reassured that additional staff would be provided, where identified, to meet the assessed needs of residents. For example, in the event of resident illness.

Training was provided for staff to assist them to maintain a safe environment including, Adult Support and Protection, moving and handling, health and safety and fire safety.

We saw errors in recording of some medicines and amounts in stock. However, these errors had been identified through the homes' medication audit. Actions were being taken to improve the deficits we saw, therefore, we have not made a requirement or recommendation about this.

Overall, we saw systems in place to promote a high quality and safe environment for residents.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

This quality theme was not assessed.

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

### Previous requirements

#### Requirement 1

The service provider must ensure medication is managed in a manner that protects the health, welfare and safety of service users. In order to achieve this, the provider must ensure:

- a) Medication must be administered according to the prescribing instructions.
- b) Administration of medication, or reason for omission, must be recorded at the time of administration.
- c) 'As required' medicines to treat symptoms such as distress, agitation and anxiety, should have protocols in place that contain information that describes how staff are to help the resident with these symptoms or action taken before considering administering medication.

This should include what signs may indicate the need for medicine to be given, actions staff should take and the maximum dosage to be administered in a given time period.

**This requirement was made on 10 February 2016.**

#### Action taken on previous requirement

We looked at the management of medicines in the home including storage administration and recording. We also looked at the management of "as required" medicines. We saw that medicines had been administered as prescribed or where there were omissions these had been noted through the audit system.

"As required" protocols were in place for the administration of these medicines.

This requirement had been met.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

Resident's pressure ulcer prevention care plans should include information on :  
Topical medicines including the indication for use, type , amount and frequency.  
A system of monitoring of assessing and evaluating the use of treatments and their effectiveness should be implemented.  
Specialist equipment needed and settings if relevant.

Re-positioning needs.

**This recommendation was made on 3 November 2015.**

#### Action taken on previous recommendation

Care plans relating to pressure area care included the use of topical medicines, systems to assess and evaluate treatments and evaluation of these , the use of specialist aids and repositioning needs.

This recommendation had been implemented.

### Recommendation 2

The service should develop the system of personal plans to include regular evaluation of all aspects of care. Evaluations should be person centred and consider if planned care is meeting residents' care and support needs.

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

**This recommendation was made on 3 November 2015.**

#### Action taken on previous recommendation

We saw that evaluations of care plans took place at regular intervals and through care plan reviews. This recommendation had been implemented.

### Recommendation 3

Topical creams and ointments should be labelled with the date of opening. This would help staff judge when to dispose of or replace topical medicines and to ensure they are applied within the manufacturers guidelines.

**This recommendation was made on 3 November 2015.**

#### Action taken on previous recommendation

Topical creams which needed to have a date of opening were labelled accordingly. This recommendation had been met.

### Recommendation 4

The service should review and up-date the sling log in order to make sure that every sling in the service is listed and made available for LOLER checks.

**This recommendation was made on 3 November 2015.**

#### Action taken on previous recommendation

A record of all the specialist equipment including slings was available for reference. This showed that slings were regularly checked for their integrity and subject of checks in accordance with (LOLER). Lifting Operations and Lifting Equipment Regulations 1998 regulations. This recommendation had been implemented.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
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 Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
11 Feb 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
31 Jan 2013	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent
9 Feb 2011	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
26 Oct 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
9 Mar 2010	Unannounced	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	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 Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.