

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:

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Service no:

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

Spring Gardens care home has been registered with the Care Inspectorate since April 2011 and was previously registered with the Care Commission. It is registered to provide care for 21 older people. At the time of our inspection, there were 17 residents.

Spring Gardens is located close to the beach at Portobello and within a short distance from the town centre. The older main building has 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 is part of Abercorn Care Ltd which has two other care homes in the area. 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.'

What people told us

We spoke to nine residents and three family members during our inspection. We also received eight responses to our postal survey. People were very satisfied with the care and support they received at Spring Gardens. Comments included:

'It is very good and they are all helpful.'

'Very comfortable, no complaints.'

'Lovely place, staff are lovely too.'

Family members told us:

'She seems very happy, gets on well with staff. I have no complaints about the level of care she gets. The care home is always clean as is her room clean and tidy.'

We used the SOFI 2 short observational framework for inspectors to observe the experiences of people with limited communications. The framework assists us in directly observing the experience and outcomes for people who may be unable to talk to us.

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?	4 - 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?	4 - Good

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

How well do we support people's wellbeing?

4 - Good

Staff supported residents in a kind manner. People told us that staff knew their needs and it was clear that residents had confidence in staff. Staff told us they understood their role in delivering a good quality of care and support. One person said: 'Nine out of ten! The girls are great with me and always have been.' A family member commented: 'He loves it, he keeps telling me that.'

Mealtimes were pleasant, social experiences. We observed well presented food and people enjoyed a choice of meals and snacks. While independence was encouraged, appropriate support was given to people who needed assistance. Support with meals and drinks helped to maintain residents physical and emotional wellbeing. One person said: 'There is a good choice of food. You can change your mind and get something else.'

Residents benefited from good healthcare provision and when needs changed it was evident that staff responded. The service worked in partnership with health and social care professionals to ensure that needs were addressed. The service worked with a pharmacy who completed regular audits of medicines. The pharmacist told us about positive working relationships and receptive staff, this helped to promote the safe administration of medications. There were good system including clear record-keeping and regular audits. Visiting health care staff said the service worked with them to maintain and improve resident's health.

Staff had a good awareness of the importance of activities. People told us about support from both the activities co-ordinator and the care staff. This helped to maintain and develop residents interests. We saw people were encouraged and supported to walk along the beach. We observed people enjoying a yoga group. We spoke to people who choose a quieter option, preferring their own company and privacy of their own rooms. There was a good variety of activities which people enjoyed.

Handover of information, at shift changes, is an important way of ensuring essential information is communicated to all staff. We discussed ways to improve the handover of information at shift changes.

Generally, we found good communication and interactions between staff and residents. However, staff sometimes appeared to struggle when people had low communication abilities and dementia. The service told us that all care staff were trained to the skilled level of Promoting Excellence in dementia care. The service needs to ensure staff are supported to put their training into practice to improve outcomes for people living with dementia. (See area for improvement one)

We discussed choices around bedtime routines and morning routines. The manager agreed this was particularly important when people had low communication abilities and dementia. Some residents spent very long periods of time in bed and it was unclear how food and fluid needs were met during these times. The manager was responsive to feedback and planned to address identified issues. This will ensure residents are supported to make choices about when they wish to go to bed and also to get out of bed. (See area for improvement two)

Overall we observed a positive culture and positive experiences for most residents.

Areas 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.
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.

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?

4 - Good

Scotland's Health and Social Care Standards state that people's care should be reviewed no less than 6-monthly. The service reviewed residents' support needs on a 3 monthly basis. This was a good way to demonstrate that assessed needs were met. Regular reviews also enabled people to consider if the service was right for them. Relatives valued the opportunity to give their views and told us the service took account of their comments. We found that the service asked people, or their representatives, for consent about aspects of care such as the use of bedrails. This was in line with good practice.

We read support plans and found that they did not include clear personal outcomes. This meant that plans did not always acknowledge things which were important to people who use the service. Support plans focussed on tasks rather than the care and support people need to achieve agreed outcomes. We agree with managers that the quality of information does not properly reflect the support provided by the service. Managers identified the need to develop support plans in a way that clearly defines outcomes, ability focussed actions and choices. We encouraged the service to ensure support plans reflect the Health and Social Care Standards. We will review progress at the next inspection of the service.

At the last inspection of the service we discussed the value of a development plan. Managers introduced a plan which identified key areas for improvement. The development plan should continue to develop and include clear timescales for each action, information or evidence to measure progress and help support positive change.

Managers were receptive to our suggestion that policies and procedure should be regularly reviewed to demonstrate continuous development.

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

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

This area for improvement was made on 23 November 2017.

Action taken since then

We saw that the service had developed a positive approach to involving people, families and staff. Managers encouraged comments and consulted with people and families about activities, meals, food choices and the environment. Staff told us they were consulted on a regular basis. This recommendation is met.

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 well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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