



# Inspection Report on

**Spring Gardens**

**Haverfordwest**

## **Date Inspection Completed**

08/06/2023

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## About Spring Gardens

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	St. Davids Care in the Community Ltd.
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	10 October 2022
Does this service provide the Welsh Language active offer?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

People who have made Spring Gardens their home are supported by a small team of staff who are experienced and know those they support well.

People, and the staff team, take pride in the service and are involved in keeping it clean and tidy. The service is comfortable and homely and retains some attractive and original features. It is a very short walk to the local shops and other amenities.

There are currently plans to increase the staffing numbers on each daytime shift to reflect the changing needs of individuals at the service.

The manager and Responsible Individual (RI) have good understanding and knowledge of the service. However, improvement is needed to the governance processes to ensure they are effectively monitoring and reviewing the quality of the service. We also noted care workers are not receiving supervision in the time frames required.

## Well-being

People are safe and protected from harm. Care workers know what they have to do if they suspect a person is at risk or is being abused and are confident their managers would take the appropriate action to make sure people are safeguarded. The front door is locked to make sure no one is in the service without the knowledge of staff. People feel safe living in Spring Gardens.

Well-being is enhanced because of the environment. The property is centrally located and in a good state of repair, with those living and working in the service taking pride in their environment. The outside space enhances the environment further, but some general maintenance is needed.

People can do some things that matter to them. This includes going to church, to a local college, to groups in the community and visit their friends in other services. Activities are offered within the service, including arts and crafts, manicures, massages and hairdressing. There are some limitations, however, due to staffing, especially in the evenings and at weekends. Plans are being put in place to make sure people can keep in regular contact with their relatives.

Physical health is seen as a priority and people are encouraged to eat a healthy diet as well as take regular exercise. People attend for routine health appointments and are up to date with general health checks and vaccinations.

Relationships with each other and those supporting them are very good, and it is evident staff are genuinely motivated to provide people with the best standards of care and support possible.

## Care and Support

People's physical health needs are met. Appointments are attended with the local GP; dentist; optician and other specialist health professionals. There are recently updated health passports.

Paper care records are maintained. Care plans have recently been reviewed and they are comprehensive and easy to navigate. Each person has a helpful pen picture which sets out what and who is important to them. There are care and support plans for a range of areas, including personal care, money management and hobbies and interests. People said they have been involved in their care planning and are able to discuss anything with care workers.

Daily records are detailed. They include how the person spent their time as well as how they were feeling.

The relationships people have with each other and those who care for them is very good. People enjoy living together and describe others living in the service as their "*friends*". There is some good humoured and friendly banter between people and care workers which shows a rapport has been built.

People can do some things that are important to them. This includes going swimming, to a local open mic night and bowling. Activities within the service include arts and crafts, music and hair and nail care. Some people enjoy the responsibilities they have to help keep the service clean and tidy and help with meal preparation.

The current staffing structure impacts people's choices around activities. They are supported by one member of staff, which generally means people all do the same activity at the same time. People we spoke with are mostly happy with this arrangement, but some would prefer to have the choice to remain at home. The increasing needs of people at the service has been acknowledged by the RI and they have a plan to increase the number of staff in line with individual needs. The service has had challenges with recruiting suitable care workers, but four new staff are currently on induction.

People's ability to maintain contact with families is impacted because not all staff are confident in the use of technology. One person has previously enjoyed regular face to face contact with their family, but this has stopped. We discussed this with the RI and have had confirmation this will start again, and additional training is to be offered to workers to make sure they can keep in contact with those people who are important to them.

There is an understanding of the importance of good nutrition. Most meals are made using fresh ingredients. People enjoy having responsibilities for meal preparation and food cupboards are well stocked with fresh fruit and vegetables available.

## Environment

People live in a service which is suitable for their needs. People, and care workers, take pride in the service, which is clean, comfortable and homely. Some people are proud of the work they do to keep the service clean and tidy.

The property retains some attractive and original features and there is a lounge and dining room for people to spend time with others, and bedrooms are large enough to have room for people to sit if they want to spend time on their own.

People happily showed us their bedrooms which they have had decorated in their choice of colours and furnishings.

Both bathrooms are due for refurbishment, but they are both clean and well used.

The gardens would benefit from some general maintenance, but they are safe and private. There are a number of buildings in the garden, one which is used by people to enjoy music and one where people have individual sessions with a therapist who offers massage; haircuts; manicures and other treatments. One building is being fitted out for relatives to stay, but this work is not yet complete.

## Leadership and Management

There are some governance arrangements in place to monitor quality, but these do not meet the requirements set out in the Regulations. The RI is in regular contact with the service and knows the individuals and the staff team well. However, they do not record their regulatory quarterly visits, care workers and relatives confirmed they are not involved in any quality monitoring. The RI does write a report for the four services they manage but does not ensure a six-monthly Quality of Care Review is completed. We have identified this as an area for improvement and will be followed up at the next inspection.

Staff are appointed following a safe recruitment process. Files are well organised and easy to navigate. They contain the information needed, including photographic identification; up to date DBS checks and appropriate references. Some do, however, contain some old and out of date information.

Care workers consider they have the training they need to do their job effectively and safely. Most training is up to date and there are some effective processes in place to monitor training and when updates are needed.

There are opportunities for professional development within the service with some workers being promoted and others doing additional training to make them eligible for promotion. Care workers get feedback on their work, but supervision is not always carried out within the required time frames.

There are processes in place to make sure equipment and services are regularly checked. Records show fire safety equipment has been checked as well as gas safety.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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73	The provider does not have evidence they are visiting the service at least every three months.	New
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**Date Published** 03/07/2023