



# Inspection Report on

**Spring Gardens**

**Haverfordwest**

## **Date Inspection Completed**

11/06/2024

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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	6 June 2023
Does this service promote Welsh language and culture?	This service is not making a significant effort to promote the use of Welsh language and culture.

### Summary

A small team of experienced workers who are effectively led by the manager, offer support to the people who have made Spring Gardens their home.

People, and those caring for them, take pride in the service and happily take some responsibility for keeping it clean and tidy. The environment is clean, comfortable, and homely.

There is a good focus on staff training and workers are described as skilled and knowledgeable.

The planned improvements in staffing levels have not happened, meaning that while people are generally able to do things that matter to them, there are times when there are some limitations on this due to staffing levels.

The responsible individual has good oversight of the service, but the quality assurance reports do not contain all the information required.

## Well-being

People are safe and protected from abuse, harm and neglect. This is because care workers have completed training in safeguarding, and they are confident about recognising and reporting any safeguarding concerns. There have been some improvements in the way people are involved in making decisions about the running of the service to make sure their views are considered.

The physical environment contributes to people's well-being. The service is clean, comfortable and homely. People have personalised their rooms and take pride in keep the good standards of cleanliness throughout. Some maintenance work to the gardens would enhance people's well-being further.

The relationships people have with those who support them is very good. Care workers know people well and have, over time, built up ways to make sure people can effectively communicate their needs to them.

People are happy and enjoy spending time at home and in the local community. Opportunities for people to do things are sometimes limited due to staff shortages, but people are mostly happy to spend time in one of the other services or to have people from other services spend time at spring gardens.

## Care and Support

People are supported by a small team of care workers who know people very well. They know who and what is important to them. Alongside the good knowledge care workers have, there are comprehensive care and support plans which are regularly reviewed. There are care plans for a range of areas including nutrition, mobility and personal care. There is a helpful front sheet which sets out important information which care workers may need to know as well as a personal and family history. Daily entries are comprehensive and largely person centred.

The atmosphere in the service is of a real home where people are relaxed and happy in the company of each other and care workers. Some people enjoy being at home and are happy helping keep Spring Gardens clean and tidy, also helping with meal preparation.

There are some opportunities for people to do things they are interested in, and this includes helping at the local community garden, going to a local knitting group and spending time out walking. However, there are some limitations due to staffing levels. Sometimes people are required to spend time in other services, or for people from other services to spend time at Spring Gardens, if there are no staff on duty at the respective service, and sometimes they are not always able to take part in activities or outings because of insufficient room on the transport. People told us, though, that they are happy with this as it means spending time with their friends and they understand that not everyone

can use the bus at the same time. The Responsible Individual, and other managers, told us they are actively trying to recruit additional care workers.

People's physical health needs are met as they attend for appointments as necessary. A podiatrist visits the service on a regular basis. There is an understanding of the importance of good nutrition. Most meals are made using fresh ingredients and there is little reliance on processed food. Care workers know people's likes and dislikes well, and people describe the meals as "good" and "very good".

## Environment

People live in a service which is suitable for their needs. It retains some original and attractive features. Accommodation is over two floors. There is a comfortable lounge and dining room. Pride is taken in the environment, with good standards of cleanliness throughout.

People have personalised their rooms and these are comfortable and homely, with photographs ornaments and soft furnishings. People were proud to show us their rooms and talk about how they keep them clean and tidy.

One of the bathrooms has been refurbished and is now a wet room making it easier for people to use. The kitchen has all the equipment people need, and although dated and worn in places, is kept clean by people and care workers.

There is outside space for people to use and this is safe and private but is in need of some general maintenance to enhance people's time in the gardens.

## Leadership and Management

The Responsible Individual (RI) and manager have good oversight of the service. The manager knows people and the staff team well and the RI visits regularly. People often pop into the office for a chat, demonstrating how comfortable they feel to do this.

A satisfaction survey has recently been carried out which show people are very happy with their care and support. Relatives are similarly very satisfied, with all those spoken to saying how happy they are, and confident in the service.

Some improvements have been made to make sure people have a voice and can exercise choice regarding aspects of their care and support.

Quality of care reports are written, but these do not contain the information required. This is an Area for Improvement and will be followed up at the next inspection.

There is a focus on staff development with care workers completing a range of training in areas including the safe administration of medication, first aid, dementia care and moving & handling. Relatives describe care workers as skilled and appreciate that some have worked

at the service for a long time, thereby building up a good knowledge of, and rapport with, people. The training matrix shows most training is up to date.

Supervision of care workers is carried out and this is generally up to date. However, not all managers have supervision in line with regulation. This is an area for improvement and will be followed up at the next inspection.

Care workers are appointed following a safe recruitment process. Staff files are well organised and easy to navigate. They contain the information needed, including references and security checks.

Staffing levels remain a challenge, and the RI said efforts are being made to recruit additional staff. The staffing levels do, at times, impact on people and to try and mitigate this, staff work flexibly across areas where possible.

### 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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6	Not all staff are receiving supervision. The Quality of Care reports are a summary of activities and appointments individuals have had, and not a reflective account of the service. This has not been identified or addressed by the RI. Staffing levels continue to mean people are not always able to do things that are important to them, and are required to spend time in other services, or have people from other services spend time in their home.	New
73	The provider does not have evidence they are visiting the service at least every three months.	Achieved



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