



Inspection Report on

Spring Gardens

**Spring Gardens Care Centre
Belle Vue Terrace
Newport
NP20 2LB**

Date Inspection Completed

01/05/2024

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About Spring Gardens

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Newport City Council Adults and Children's Services
Registered places	33
Language of the service	English
Previous Care Inspectorate Wales inspection	03 February 2020
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People are happy with the care and support they receive. Relatives, friends and external professionals speak positively about the service. During our inspection, we saw people pursuing individual activities, socialising with each other, and taking part in activities facilitated by staff. We observed care workers know people well and are attentive to their needs.

There are systems and documentation in place to enable the manager and care staff to plan and deliver care and support safely. These include personal plans and risk assessments for each person who uses the service. There are also recruitment procedures in place to recruit care workers safely. Care workers are supported in their roles and receive training to fulfil their roles.

The service is spacious with a range of internal spaces and an outdoor garden area for people to choose where to spend their time. There are robust maintenance procedures in place and the provider is proactive in ensuring the environment continues to meet the needs of people.

There are very good processes in place to monitor the quality and effectiveness of the service. Policies and procedures ensure care staff have access to important information. The responsible individual (RI) visits the service and completes the necessary reports.

Well-being

People are encouraged to make choices and are treated with dignity and respect. During our inspection visit we saw people spending times in different parts of the home and engaging in a range of activities. We observed people spending time with visitors in the garden, one person gardening, people taking part in a quiz, one person using an interactive board and people chatting to staff. Care staff present as respectful, caring and attentive to their needs. One person told us "*Staff are all very good here*". A relative told us "*Staff are the most amazing people*". What people need and want is recorded in their personal plans along with how care workers must support them. These plans are reviewed on a regular basis. The RI visits the home and speaks to people to seek their views on the service. Staff promote the Welsh culture in the service. They arrange activities to celebrate important Welsh dates and events.

Care staff promote people's physical and mental health. They support people with medication and personal care when required. Nutritious meals and snacks are served throughout the day. Staff also ensure people are referred to and receive care from external health professionals when necessary including from district nurses. Two health professionals told us staff are very good at recognising when a person needs medical attention. In addition, the range of activities and positive relationships with other people who use the service, with care staff and with visitors help to support people's emotional well-being.

People are protected from harm and neglect. Care staff complete safeguarding training and there are policies in place to support this knowledge. People's care documentation contains assessments and guidance which details what is needed to minimise risks. The systems in place to keep people safe in the service include signing in/out procedures for visitors, good infection control procedures, fall sensors, and sufficiency of care staff on duty. The manager liaises with relevant agencies to ensure any restrictions placed on a person's liberty are only in their best interests. The home provides people with suitable accommodation which reflects individuals' needs and there are good standards of hygiene.

Care and Support

People receive the support they require when they need it. We observed care workers supporting people and noted a natural familiarity between them. Care staff are encouraging and reassuring, and demonstrate a clear understanding of people's needs. We saw they encourage people to drink and eat, and to join in a variety of activities throughout the day. We observed people are settled and content. The people we spoke with are happy with the service, staff and the food served. We observed people pursuing a range of activities with others or alone. Records show people also have opportunities to visit places in the community. When people are not well, we saw external professionals come into the home and provide them with the additional support and specialist care they need so that they can be as comfortable as possible and avoid hospitalisation when this is possible and is people's and their relatives' choice.

There is documentation in place for each person. Managers complete a pre-admission assessment to establish what the person needs and wants to establish whether the home can meet their needs. When a person is admitted, staff complete a booklet called '*What matters to me*'. It includes information about their life history, what is important to them, their daily routines and the outcomes they want to achieve. There are plans in place for all the areas in which people need care and support. These consist of a summary of their needs, the person's goals and clear instructions for staff on how to support the person so that they can achieve their goals. We noted some plans are more comprehensive than others. Our observations show staff know what is in people's plans and provide support to them in accordance with their plans. We saw plans are reviewed on a regular basis and when people's needs change. One of the plans we looked at, was fully updated after a person's fall and stay in hospital. In addition, the progress we observed the person was making is also recorded. On a daily basis, care workers record the care and support delivered to each person. We noted these records do not provide detailed information. We discussed these records and people's personal plans with the RI and the manager. They told us a new electronic care monitoring system is being introduced and will improve the quality of the daily records and consistency across all plans. We will review these at our next inspection.

There are processes in place for the management of medication. Two members of staff spoke positively about recent changes to the way medication is administered. They are now charged with medication administration to a smaller number of people. The record we reviewed show medication is administered as prescribed. There is a medication policy in place and staff carry out medication audits. We discussed with the manager and RI the level of detail in the policy. They told us they will review it to ensure it contains all the necessary information including clearly stating how often audits must be carried out, how often staff's competency must be checked.

Environment

People live in an environment that meets their needs and promotes their well-being. The layout of the home, together with the provision of aids and adaptations helps to promote people's independence. The accommodation includes one large dining area with two smaller kitchenette/dining areas on each floor, five separate lounges and a hairdressing salon. On the ground floor there is a spacious area from which people can access the dining room, the outdoors areas, bedrooms and lounges. This area is known as the 'street'. There are armchairs, settees, tables and a piano for people to use. During our inspection, we saw people sit in the street, have drinks and snacks there, interact with each other and with visitors. We also observed a quiz taking place there and one person playing the piano. Bedrooms are personalised and reflect people's own needs and interests. One person spoke to us about their long standing interest in gardening and how they are now pursuing their interest in the home in an enclosed patio/garden area. They showed us the equipment and plants they brought in from their own home. We noted signs of wear and tear throughout the building but also evidence of ongoing work and noted the RI considers the environment and maintenance work required when they visit.

There are systems in place to identify and deal with risks to people's health and safety. Maintenance staff at the home carry out regular health and safety checks. An external company contracted by the service provider conducts specialist checks and work. The RI reviews the checks which have been conducted on a quarterly basis. The home has a food hygiene rating of five which means that food hygiene standards are very good. Infection control arrangements are in place. We observed staff using appropriate personal protective equipment (PPE) during our inspection visit. This equipment and hand sanitiser are available throughout the home. The standards of cleanliness in the home are good.

Leadership and Management

The service provider has a robust management structure and established systems in place to support the smooth operation of the service. The RI oversees the service provided at the home. They monitor progress and development and, with a team manager, provide support to managers based in the home. A home manager, a deputy manager and three assistant managers oversee the day-to-day operations of the service. There is a duty officer on shift every day from 6:45 am until 22:15 pm. Managers all play a part in checking the quality of care delivered. The team manager completes a monthly review which goes to the RI. The RI carries out quarterly visits, seeks feedback from people who use the service, relatives, and staff and reviews all audits. Their findings are documented along with reviews of previously agreed actions and newly identified actions for improvements are listed. Six-monthly comprehensive quality of care reviews take place, and a report is produced. The reports we reviewed show both '*What has gone well*' and '*Areas for improvements and actions.*' The service provider gives people a '*service guidance*' which explains how the service is organised, what they can expect and gives them contact details of people and agencies they may need.

There are good arrangements in place to recruit, train and support staff. We examined recruitment records; these show the service provider carries out the necessary checks before a person can start working at the home. Supervision and training records evidence good processes are in place for supporting and developing staff. Feedback from staff is, overall, positive. One member of staff told us they feel supported, another person told us the manager is brilliant. We noted staff are registered with Social Care Wales (SCW) and hold health and social care qualifications. Newly recruited staff are supported to complete the relevant training necessary to register with SCW and to achieve a recognised qualification if they have not already got one.

There is good oversight of financial arrangements and of investment in the service. There is evidence of continuous investment by the provider to maintain the service effectively. This includes investment to maintain and improve the environment, and good staffing levels which are appropriate to give people the support they need and want.

The service provides long-term residential placements and is registered to accommodate 33 people. The RI spoke to us about a recent innovation whereby two of these places are now '*enhanced re-ablement beds*'. People can be admitted to the home for a shorter period of time during which staff from the home and health professionals can assess whether a person has dementia and/or to undertake an assessment of their long-term care and support needs and to enable the development of a Care and Support Plan.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	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.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	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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N/A	No non-compliance of this type was identified at this inspection	N/A
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