

Spring Gardens



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



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www.newport.gov.uk

The inspection visit took place on 19/11/2025

Service Information:

Operated by:	Newport City Council Adults and Children's Services
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care
Registered places:	33
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Spring Gardens provides care and support to people with dementia in a purpose-built property in Newport, within walking distance of the city centre. A number of beds are allocated for short term care and reassessment/ reablement provision.

Overall, we rated the service as good. People experience a strong sense of belonging and emotional stability. Positive, trusting relationships have developed between staff and residents. People are complimentary about the care and support provided. We saw warm, respectful interactions throughout our visit. Personal plans reflect individual needs well, but outcome-focused reviews require strengthening, with greater engagement from the person and their representatives to ensure plans remain relevant. The design and personalisation of the service support people's independence, identity, and safety; planned improvements should be time-bound and monitored. Well-established management systems are in place to monitor quality and compliance. The statement of Purpose needs updating to fully reflect the services provided.

Findings:



Well-being

Good

People experience a sense of community, have autonomy over daily routines and opportunity to take part in activities. People are well cared for, dressed appropriately for the weather, and appear content. We saw warm and respectful interactions between staff and people during our visit. Examples include one person playing the piano and another choosing to have breakfast in a quiet area, demonstrating respect for individual preference, privacy, and control. A seasonal menu is offered, and relatives are complimentary about the quality and choice of food. The service holds a Food Standards Agency rating of 5, reflecting high standards in food safety. The service provides a welcoming environment that supports choice and independence. People are supported to engage in a range of meaningful activities. An activity timetable is in place for structured sessions, alongside encouragement for individuals to pursue personal hobbies. Open visiting arrangements are maintained, and people can receive visits from their pets, which enhances their sense of belonging. Spring Gardens celebrates Welsh culture and encourages participation in activities that promote people's cultural identity.

People live in a service which supports their freedom of movement with appropriate safeguards. Keypads control access to certain doors; a mirror above the entrance to "the Street" enables staff to discreetly monitor movement and prevent unauthorised exit. Safety measures are proportionate and clearly embedded. The local authority is planning to roll out enhanced safeguarding training for staff.

Positive, trusting relationships promote people's emotional well-being, belonging and stability. Staff are familiar with people and relationships are positive. Staff interactions are warm and respectful, supporting emotional well-being and dignity. Most relatives who completed our survey praised the service's community ethos and dignified care people receive. Relatives told us they benefit from the inclusive and supportive ethos, which fosters strong connections between the service, residents, and families. One relative reported, *"The staff here have really taken the time to get to know each resident and the families and built a real community."* Another said, *"The care, love, and commitment all the staff show the residents and families is amazing. Spring Gardens is truly an extension to your family."*

The design and personalisation of the service support people's independence, identity, and safety. The open plan design promotes people's independence and mobility, allowing people to move freely. Colour-coded front doors aid orientation around the service. People's rooms are personalised with photographs and keepsakes, reinforcing ownership and belonging. A plan is in place to decorate upstairs rooms to the same standard, supporting consistency of experience. Hygiene practices are well established.



Care & Support

Good

People receive care and support that enables them to achieve their personal outcomes. Personal plans are strengths-based and reflect individual preferences, interests, cultural identity, and what matters most to the person. Positive behaviour support strategies are in place, guiding staff on how to respond when a person is distressed or displays specific behaviours. People experience kind, sensitive, and compassionate care and support from staff who know them well and have established positive relationships. A relative told us, *“All the staff at Spring Gardens from the kitchen staff, cleaners, care staff and managers all really care and provide the best support for my relative but also provide this to the families.”*

People and or their relatives are not always involved in reviewing their personal outcomes. Reviews of personal plans are taking place; however, they focus on updating changes to needs rather than evaluating whether personal outcomes are being achieved. While there has been some progress in involving families who wish to contribute to reviews, this practice is not yet embedded and needs to be sustained to make a meaningful difference. Greater emphasis is required on outcome-based evaluation to ensure people remain at the centre of planning and review processes.

People are referred for care and treatment at the right time, and recommendations from other professionals are implemented as directed. Accidents and incidents are monitored effectively, with records showing appropriate follow-up actions. The service provider has established strong links with local mental health, health, and social care services, which supports positive health outcomes for people. People have access to a balanced diet, and specialist dietary needs are routinely catered for. Menus reflect choice and nutritional value, promoting well-being. People are supported by skilled staff to achieve their personal outcomes in the least restrictive way possible, in line with best practice.

People receive their medication as prescribed and in line with national guidelines. Staff are suitably trained to administer medication safely. There are clear processes in place to manage medication errors, and these are followed appropriately when incidents occur. Regular audits and checks are completed within the service and reviewed by the manager to ensure safe practice. We noted that documentation for ‘as required’ (PRN) medication is not consistently completed. Systems for managing transdermal patches require strengthening to ensure robust oversight. The service plans to introduce an electronic medication administration system in the new year, which should improve accuracy and monitoring.

People are safeguarded from risk of infection because the premises and equipment are kept clean and hygienic, and food hygiene practices are good.



Environment

Good

The service provides a comfortable, welcoming, and well-maintained environment that promotes privacy, dignity, and independence. The entrance to the building is clean, warm, and inviting, setting a positive tone. The design and layout provide a safe environment for people to move around freely and independently, enabling them to access a variety of spaces suited to their preferences and needs. Colour-coded front doors aids people's orientation around the service and promotes ownership and belonging.

Communal areas are thoughtfully arranged and meet the requirements of those who use them. We saw people enjoying the area known as "the Street," which is a vibrant and central feature of the home. This space creates a sense of community and offers opportunities for social interaction and engagement. The Street is lively and homely, with comfortable furnishings and seasonal decorations. On the day of the inspection, we saw a person playing the piano and others wrapping presents. The presents were placed under the Christmas tree which featured as a focal point within the area. The service provides an environment that supports well-being and inclusion, offering flexibility in its approach and adapting spaces to meet people's needs.

Systems in place ensure the environment remains safe, functional, and compliant with legislation and national guidance. There is a rolling schedule of servicing and maintenance in place to ensure that equipment such as hoists and the lift are functional and safe for use. Fire equipment is checked, and alarms and lighting are tested regularly. Water systems are checked for temperature regulation and legionella. Health and safety standards are upheld across the home, including food hygiene and infection control. Every individual living at the home has a personal emergency evacuation plan specific to their support needs and staff undertake routine fire drills. Security measures protect privacy and dignity without limiting people's rights.

The service is looking to improve areas within the home to make the space more useful for the people who use it. For example, further personalisation of the upstairs communal areas to create functional spaces that have a positive impact on the people who use them. Some maintenance issues have been delayed due to factors outside of the service provider's control. Improvement actions are set out in the quality of care report; however, clear timescales for completion are required to demonstrate effective planning and accountability.



Leadership & Management

Good

The service provider's oversight and governance arrangements promote a positive and compassionate culture within the service. Quality monitoring systems are in place and include audits of care and support, regular visits by senior leaders, and feedback from people who use, work in, and visit the service. This information is analysed and used to drive continuous improvement. People can have confidence in how the service is managed and in the leadership team. Strong governance arrangements ensure that care and support are delivered to a high standard and that improvements are made where needed. A relative said, *"Staff and managers are very approachable and always available."* A staff member said, *"I feel proud of the service we provide; we work to a good standard providing person centred care."*

The service's Statement of Purpose requires review to ensure it accurately reflects the provision at Spring Gardens. This document is fundamental to the operation of the service and must clearly describe the range of services offered, including the number of beds allocated for short stays and reassessment or reablement support. This is a legal requirement under the Regulations.

The service provider has robust selection and vetting processes for hiring staff to ensure all staff are fit to work with vulnerable people. This includes making sure agency staff meet the same standards as permanent staff. Permanent staff undergo routine checks to ensure they remain suitably fit to work in the service and are appropriately registered with professional bodies. Managers monitor staff qualifications and training, identifying gaps or lapsed training and addressing these promptly to ensure people receive safe and effective care. Staff are well supported through induction programmes and training tailored to the needs of the people they support.

Staff receive regular one-to-one supervision with their line manager at least quarterly, and an annual appraisal to provide feedback and identify development needs. These arrangements promote professional growth and maintain high standards of care.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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