



Inspection Report on

Springbank Care Home

**Springbank Nursing Home
College Road
Barry
CF62 8HS**

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

This report is also available in Welsh

Date Inspection Completed

19/12/2024

Welsh Government © Crown copyright 2024.

You may use and re-use the information featured in this publication (not including logos) free of charge in any format or medium, under the terms of the Open Government License. You can view the Open Government License, on the National Archives website or you can write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gov.uk You must reproduce our material accurately and not use it in a misleading context.

About Springbank Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Springbank Care Home Limited
Registered places	62
Language of the service	Both English and Welsh
Previous Care Inspectorate Wales inspection	23 June 2023
Does this service promote Welsh language and culture?	The service is making a significant effort to promote the use of Welsh language and culture or is working towards being a bilingual service.

Summary

People receive personalised care and support of a high standard. People are treated with extreme dignity and respect by a sensitive workforce who put them at the centre of all activities, often going above and beyond to make a difference to their well-being. The service is highly successful in supporting people with their mental health and nursing needs. Documentation around care and support is completed to a good standard.

The home is warm, bright, free of bad odours and suitable to support people's needs. People like their individual room, which they can personalise. The monitoring, maintenance, servicing and testing of the environment and equipment is highly organised and meets regulatory requirements. The outdoor space is pleasant, and people contribute to the planting in the garden. The provider is considering how temperatures within the home can be better controlled.

A compassionate, motivated manager is highly organised and oversees the smooth operation of the service. They calmly support a qualified, trained and caring team. Policies and procedures are followed to good effect and monitored through auditing systems.

The provider has a responsible individual (RI) who monitors the quality of care provided by the service. They carry out their regulatory duties. The RI listens to people and their families, supporting the manager with decisions around the ongoing improvement and development of the service. The exceptional supportive ethos of the provider can be seen reflected throughout the service.

Well-being

People are listened to. The provider has multiple opportunities for people to voice how they would like their care delivered, and if there are concerns, opportunities are given to raise these. The provider, through the RI and management, consider any suggestions and make the relevant improvements as required. People and their families are part of the development of the personal plan which ensures the service knows how and when the person would like their care delivered. The service keeps personal plans reviewed, with people and their families invited to contribute to this. Resident meetings take place. Monthly well-being audits are completed to see how the service can improve. There is an open-door policy with the manager responding to people or their family members appropriately. The service actively offers a service through the medium of Welsh.

People are as healthy and active as they can be and supported with their mental health. People are supported to maintain their hygiene and appearance. Meals are provided with the majority of people happy with the quality, with comments such as "*The food always looks delicious and fresh,*" and people confirming they can choose something else if they don't like what is on the menu. People's health is effectively monitored. The service involves health professionals such as dieticians when expertise is required. People have been successfully supported to improve their health with examples of people achieving outstanding outcomes, including gaining mobility after a long period in bed, or returning to the community to live independently. Visitors told us "*We are welcomed,*" so people benefit from regular contact with families and friends. Families told us "*There's a high standard of care,*" and "*My relative is content, and all their needs are met.*" People are treated with dignity and respect, with staff described as "*Compassionate,*" "*Sweet,*" "*Smiling,*" and "*Caring.*"

People are kept safe and protected from abuse. Robust recruitment processes ensure nurses and care workers are suitable to work with people. The service ensures all staff have ongoing training to meet the needs of people they support. The provider has systems in place to audit all aspects of the service, and the quality of care is considered by the RI. There is sufficient staff to support people's needs. The service ensures people have access to advocacy if they are unable to express their wishes. When people are at risk of harm as they do not recognise dangers, safeguarding measures are put in place. The environment is well maintained and suitable for people's needs. People's safety is considered with mechanisms in place to monitor visitors to the service.

Care and Support

The service provides high quality, personalised care and support. People or their representatives let the service know how they would like to receive their care, and this is documented, agreed and kept under review. Risks are considered as part of the care planning, including clinical risks around any identified medical conditions. Details are included on personal plans to ensure nurses and care workers know what is important to the person, guiding them to provide individualised care and support. Daily records show the level of care and support provided, demonstrating individualised care. We saw people receiving care in the way they prefer, including provision of meals and personal care. People we consulted, overwhelmingly told us about the “*Excellent*” care and support, with one saying, “*They do a brilliant job,*” and another stating “*The staff always try to do everything they can to make people happy.*” The service goes over and above to support people who do not have family or representatives, referring individuals to advocacy services and undertaking tasks to always ensure the person’s dignity.

The provider ensures people’s overall well-being is considered and is highly successful in supporting people’s mental health. Improved activity provision has ensured people have access to organised activities. People who are cared for in their own bedrooms have visits from the activity coordinators, and where possible, from visiting entertainment. We saw people supported to move to areas of the home to take part in communal activities and one family member told us “*There’s a daily mixture of activities to encourage togetherness, mindfulness and well-being.*” People are successfully assisted to overcome anxieties and improve their social opportunities and interactions. People told us how much they look forward to, and enjoy, the activities, with one person supported to organise some, including bingo, quiz and poetry reading. People living with dementia, or those who lack understanding, are supported appropriately with applications made to the Deprivation of Liberty Safeguarding team who consider any restrictions needed to keep a person safe from harm.

The service effectively supports people ensuring access to health professionals. The service is consistent and thorough in its monitoring of people, including weight and skin condition. They refer people to health services so that additional support, or equipment, is provided. The service is proactive in preventing any deterioration in people’s health and has an exemplary system in place to support this, for example, fluid and nutrition ‘champions’ on the care staff team to monitor people at mealtimes and ensure food and drink is encouraged. We saw rigorous monitoring of the time people have to wait for assistance, and though some people told us they “*Wait a long time*” for support, the majority wait less than three minutes for a member of staff to respond to a call.

Environment

The building, its location, and equipment meets people's needs. People told us they are happy with their bedroom. We saw how many people have chosen to personalise their rooms and have personal items nearby, which are important to them. Some people have en-suite facilities. People have access to specialist equipment including profiling beds and hoists. Where required, referrals are made to enable people to have specialist seating. Working through-floor passenger lifts allow people to move freely around the home if they are able. We saw people supported to access different parts of the home if they needed support with this. The outdoor space is used during warmer months, with one person telling us how they like to help with provision of plants at the front of the home. Activity co-ordinators encourage people to participate in gardening activities, planting pots for summer floral displays. Families can meet as a larger group in the building known as 'The Pod,' in the grounds of the home. People who can access the community independently are able to do so, with good access to Barry town centre through public transport links.

The environment is clean, safe, secure and well maintained. The home is free of bad odours and cleaned effectively. The organisation has a specialist department providing health and safety monitoring and guidance. Routine daily monitoring and testing of the home and equipment is carried out, along with repairs. Where required, external contractors conduct servicing and testing of the environment and equipment, including for example, gas and electricity services. Security measures are in place including monitoring of the home through use of CCTV. The home has the highest rating awarded by the Food Standards Agency, providing confidence in procedures around catering.

The provider ensures the home is bright and well presented, making every effort to control the heating and ventilation. A programme of refreshing the decoration and refurbishing some parts of the building is complete. This has made a difference to some parts of the home, improving the light, especially on the middle floor. The building has an older heating system, and though well maintained and functioning, does not allow instant control. The provider is mindful of this and considering if this can be changed. The manager ensures fans or additional heat sources are available for people in their bedrooms to accommodate their temperature preferences.

Leadership and Management

The provider has highly effective oversight of the service and the quality of care provided. The RI has regular contact with the service, carries out their regulatory duties to speak to people and staff, and completes monitoring reports which are of value to guide the development and improvement of the service. People and staff know who the RI is and confirmed they visit the service and are approachable. The RI considers the financial viability of the service and provides suitable budgets to support a high-quality standard of care. The provider has clear policies and procedures and keeps all documentation up to date. A 'statement of purpose' included in the 'welcome pack' gives people clear information about what to expect from the service and how to raise concerns if they need to. Systems of consultation with people provides valuable feedback. The provider listens to people and takes action to improve the service when required. The provider anticipates providing the service in Welsh and makes every effort to deliver this.

A well-organised manager provides strong leadership and support. The manager embraces the clear systems provided by the organisation, ensuring these are completed to a high standard. They have recently successfully planned, overseen and tested the transfer of information to newer electronic systems. Supported by a deputy and clinical lead nurse, the manager effectively audits all aspects of the service to ensure procedures are followed. Nurses, care workers and the wider staff team told us how the manager understands their personal circumstances and provides support, with many stating "*Management treats everyone fairly*" and "*We are very well supported.*" We were also told of examples where the manager consistently goes above and beyond to support the needs of people living at the home, often in their own time. Communication is fundamental to the successful management style and system, with people telling us they are "*Good listeners, informative and attentive, to both the residents and their families.*"

Systems of recruiting, training and supervising the workforce are robust and staffing levels promote person centred care. The organisation has clear employment processes in place ensuring all checks and documentation required are recorded. Training is highly organised and monitored, with nurses and care workers having appropriate training suitable for their roles, with some training taking place face to face as appropriate. Care workers undertake a qualification in care and register with the workforce regulator, Social Care Wales. Nurses are appropriately registered. The management team form part of the nursing and care delivery team when required to prevent use of agency workers, with one member of staff telling us, "*They ensure shifts are well covered even when a member of staff calls in sick, to ensure residents receive adequate care.*" All staff have appropriate supervision with a line manager and annual appraisal meetings allow staff to identify longer term goals.

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.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	
--	------------	--

Was this report helpful?

We want to hear your views and experiences of reading our inspection reports. This will help us understand whether our reports provide clear and valuable information to you.

To share your views on our reports please visit the following link to complete a short survey:

- [Inspection report survey](#)

If you wish to provide general feedback about a service, please visit our [Feedback surveys page](#).

Date Published 10/02/2025