



# **Inspection Report on**

**Springfield Care Home**

**Bargoed**

## **Date Inspection Completed**

21/08/2023

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## About Springfield Care Home

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	My Choice Healthcare South Wales Limited
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	26 January 2022
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 at Springfield Care Home are happy and live in an environment that suits their needs. Bespoke personal plans focus on what matters to people. People are supported by enthusiastic care workers who help them achieve their goals. Ample numbers of care workers support people to take part in a variety of meaningful activities. Excellent feedback from people and their families indicates the service's commitment to helping people achieve personal outcomes and improve their wellbeing.

The responsible individual (RI) has embedded effective governance arrangements to support high quality care delivery. In-depth RI visits identify areas for improvement which are promptly acted on by the manager. Good management oversight provides a safe and well-run service. Effective quality assurance processes aid continuous monitoring and improvement. Good oversight of staffing needs mean people are supported by well-trained staff who have the required knowledge and skills.

## Well-being

People are treated with dignity and respect by a familiar staff team who know them well. Care workers have built up positive relationships with people and take time to engage with them in a meaningful way. During our inspection, we saw care workers interact with people in a light-hearted and playful manner and use preferred communication styles. This included using personalised hand gestures for a person unable to verbally communicate. Care workers listen to what people want and act on their requests. Ample time is allocated for one-to-one activities to help people achieve wellbeing. We saw care workers proactively offering a range of wellbeing activities to suit people's needs and interests, including playing boardgames and organising days out.

People have control of their day-to-day lives and do things that make them happy. The service does not operate set routines; people can do the things they want when they want. Positive risk taking is promoted and people are encouraged to be as independent as possible. A house vehicle further promotes independence and community presence. Keyworkers develop meaningful outcomes with people so they can reach their full potential.

People get the right care and support to stay healthy. Care workers support people to be as active as possible. We found care workers had supported a person to lose weight which improved their physical health. Regular medication and health reviews promote people's health and wellbeing. Professional advice is sought when needed.

People live in a comfortable environment that meets their needs. Wellbeing areas are being developed where people can relax and engage with sensory objects. People's families can visit at any time and there are private recreational areas to use. Communal areas are lively and offer space for people to socialise. The service is working towards the Welsh Active Offer and people can receive care and support through the Welsh language if they wish. The service has made effort to display signs in Welsh around the home, and we heard management use some Welsh phrases in everyday speech.

People are safe from harm and abuse. Care workers are familiar with safeguarding protocols and have received safeguarding training. Care workers are recruited safely and have appropriate disclosure and barring service checks in place. People are offered reader-friendly guidance on how to make their concerns known and recognise potential signs of abuse. A safeguarding policy helps keep people safe.

## Care and Support

People receive care in a way that is meaningful to them. Care workers are kind and demonstrate a clear understanding of individual needs. Activities are varied and tailored to people's interests and abilities. People live fulfilled lives and are cared for in an environment that helps them maintain independence for as long as possible. We found people go on regular holidays and days out, including a recent trip to Butlins and weekly shopping trips to Cardiff. Local activity clubs provide people the opportunity to engage in arts and crafts and socialise with people outside of the service.

Care and support is delivered in-line with people's personal plans. Personal plans reflect people's needs identified before they move into the service. These are updated and reviewed to reflect continuing care needs. Personal plans have been improved and developed since our previous inspection to focus on what is important to people. This includes finer detail to reflect how people wish to have their personal care needs met to promote dignity. Detailed, interim personal plans are implemented following temporary deterioration which offer enhanced care giving guidance. People with verbal communication difficulties have comprehensive plans to ensure they are listened to and understood. Positive behaviour support plans are in place for people who need support regulating their emotions and behaviours. We identified missing information in some people's risk assessments. The manager offered assurance this would be rectified immediately.

Personal plans are developed with people, where possible, and their families. Wellbeing outcomes are developed with people to work towards. People can contribute their views about the day-to-day running of the service and take part in staff meetings.

Medication is safely managed and administered by appropriately trained care workers. People's health needs are closely monitored, and specialist advice is sought quickly if needed. People are offered a range of quality food to promote their physical health. The service does not operate set menus; people choose what food they want on the day and care workers cater to their requests.

People living at the service told us they are happy. One person told us they *"Really like"* their care workers, further describing them as *"Kind"*. People's families and a professional visiting at the time of our inspection also offered positive feedback. One family member told us *"[The service] is home from home. The staff are lovely. They are like a second family to X. They are so welcoming"*. They told us how their relative is eating, sleeping, and socialising more since moving to the service. A visiting professional told us *"I love visiting here, it's so homely. Everyone is so lovely"*. They told us how they have seen one person *"Flourish"* since their admission.

## Environment

People live in an environment suited to their individual needs. Relevant adaptations and the provision of support aids promote people's independence. People walk around the service freely and can access the upper floor by means of a lift. People decorate their own bedrooms based on their tastes and preferences. One person told us they liked their bedroom and would not make any changes. Communal areas are spacious and homely. Photographs of people are displayed throughout the service. Work is ongoing to develop a sensory room and garden to enhance people's wellbeing. External grounds are well maintained and offer people space to spend time outdoors.

We identified some areas of the home that require redecoration and repair, such as scuffed paintwork and dents in walls. People told us this did not affect them, and we did not identify any immediate environmental risks. The manager provided assurance that a renovation schedule is ongoing to improve all areas of the home, including the redecoration of the lounge and replacement of some carpets.

People live in a safe environment. Visitors are asked to sign in on arrival and present identification. The manager has good oversight of health and safety. A comprehensive cleaning programme promotes hygienic practices. An infection control policy helps minimise the risk of infection. Personal protective equipment (PPE) is available for care workers and cleaning products are safely stored. The service has recently achieved a 5-star food hygiene rating. Health and safety audits are routinely carried out by the manager. Fire drills are regularly completed, and personal emergency evacuation procedures (PEEPs) are easily accessible to promote people's safety. Relevant health and safety certificates are in place and maintenance checks are carried out on equipment.

## **Leadership and Management**

People are provided with accurate information about the service. The statement of purpose (SOP) and service user guide (SUG) offer a complete overview of what people should expect from the service provided. Key policies underpin safe and consistent procedures.

Effective governance arrangements support the smooth and effective running of the service. The responsible individual (RI) has developed strong relationships with people and is familiar with their needs. The RI visits the service at least every three months. Records of these visits are detailed and demonstrate effective auditing and analysis of care delivery. Audit findings and feedback from people are used to develop actions to improve the service. We found the manager consistently and promptly acts on these recommendations.

The manager knows people well. They demonstrate a clear commitment to providing high quality care and support to ensure people's personal outcomes are achieved. The manager has good oversight of the day-to-day running of the service. Robust quality assurance tools identify any areas for improvement and corrective action is taken promptly. A quality assurance report seeks feedback from people, relatives, and care workers so meaningful improvements can be made to benefit people's overall wellbeing. Regular staff meetings involve people and encourage their feedback on the day-to-day running of the service. A wealth of compliments received by the service demonstrates its commitment to delivering good quality and personalised care. Incidents and accidents are analysed to support care staff's learning and identify areas for improvement.

Care staff provide people the opportunity to be supported to achieve their personal outcomes. People are supported by suitable care workers who have the knowledge, competency, and skills to fulfil their roles. All care workers are up to date with mandatory and service specific training. Care workers are mostly recruited safely and go through a thorough probationary period before being signed off as competent for their role. Care workers discuss ongoing development needs at regular supervision. We identified varying standards of the quality of supervision. The manager offered assurance action would be taken to remedy this and ensure consistency.

We received positive feedback from dedicated care workers. One care worker described the care provided as *"Person-centred and phenomenal"*. Care workers told us they feel valued in their roles and praised their colleagues and management. One care worker told us *"Nothing is too much [for the manager]"*. Care workers have in-depth knowledge of people and know how best to support them to achieve their 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. 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



N/A	No non-compliance of this type was identified at this inspection	N/A
15	Personal plans needs to clearly show how on a day to day basis the individuals care and support needs will be met Personal plans needs to identify what action is required to mitigate any identified risks to well-being	Achieved

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