

Springhill Care Home Care Home Service

80 Portland Road
Kilmarnock
KA1 2BS

Telephone: 01563 573356

Type of inspection:

Unannounced

Completed on:

5 September 2018

Service provided by:

Clyde Care Limited

Service provider number:

SP2016012834

Service no:

CS2016352761

About the service

Springhill care home is a converted Georgian house with a purpose built extension. The care home was registered on 5 July 2017 to provide a care service for up to 61 older people, at the following address;

80 Portland Road
Kilmarnock
KA1 2BS

The new service provider is registered as;
Clyde Care Limited
One Portland Place
London
W1B 1PN

Silverline Caledonia Care is listed as an associated company on the application and operates five other care homes in Scotland, detailed below:

Burnside Care Home
Cochrane Care Home
Newark Care Home
Ranfurly Care Home
Spiers Care Home

Their company mission is to aspire to be the leading care home in all our local communities.

Care is our focus, We will enable you to live a life as full as you are able, with our support.

All bedrooms have an ensuite shower room and toilet facilities. There are a range of facilities in each unit including lounge, dining, shared toilets and bathing facilities.

There is a hairdresser/treatment salon in the staff area of the basement where the services are located including, medication storage room, laundry, kitchen, office accommodation, a domestic services room, staff change and rest and shower facilities.

The new provider has invested heavily in the refurbishment programme for the care home which has included repairing roof and external building work, replacing entire kitchen and laundry facilities. Extensive work has been carried out within the care home and this is an on going work in progress.

There has been a vast improvement in the external presentation of the building and we could see the commitment evident in the standard of workmanship completed.

We commend the new provider in their response in addressing the issues required to bring this care home up to acceptable standards and look forward to the on going improvements we heard about during our inspection visits.

What people told us

Relatives we met and talked to during our inspections visits spoke very highly of the quality of the staff team at Springhill.

They also expressed their satisfaction and appreciation for the recent level of investment in the refurbishment and improvements the new provider was in the process of implementing. This gave them a positive outlook for the future for the care home.

We received many positive compliments in their returned questionnaires including;

"My relative had dementia, I feel she is cared for staff demonstrate patients, care and respect her dignity and have a sense of humour when required. This is an important factor for my relative they are eating better and eating with others. They love the company and participate in activities..."

"My relative is very well cared for the staff are very friendly and caring and are good fun with all the residents and relatives. The food is excellent and there is a very good choice of menu, if my relative does not want what is on the menu the catering staff will make them a light snack..."

"I feel that I can relax knowing that my relative is being cared for. The staff are friendly very caring and understand my relatives needs very well and they show kindness and compassion towards all of the residents."

"Service and care has improved since home was taken over by new owners"

We observed residents during our visits and spent time talking to them the feedback we received was very positive many told us the staff were good, friendly and cheery. We observed some good interactions and engagement between the staff and the residents.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our leadership?	4 - Good
How good is our staffing?	4 - Good
How good is our setting?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

From the evidence we gathered during this inspection including the feedback we received from residents, and relatives we met, our own observations during our inspection visits and comments from completed questionnaires, Staff clearly knew the residents well and were able to engage with them in a friendly, caring and compassionate manner.

We concluded that the staff team at Springhill treated people with dignity, respect and demonstrated compassion in their approach. We received many complimentary and appreciative statements from relatives about the staff team, describing them as kind, caring, friendly and compassionate.

We saw that the activity coordinators and the staff team provided an array of opportunities for residents to engage and join in various activities to keep them interested and motivated from afternoon teas, entertainers, outings, musical minds, Cookschool, Kinnections dementia communities project and more. Residents clearly enjoyed and benefited from these activities and this helped them to communicate and interact with other people, giving meaningful activities to fill their day.

The service employed three activity coordinators to take forward the various activity programmes, but we also noted that the majority of the staff team were fully involved in these activities as well. This made for a more inclusive service where everyone took responsibility for supporting residents. (See area for improvement 1)

There was a commitment to encouraging movement around the home. Staff were actively encouraged to support people to maintain their independence and mobility. This included involvement in the CAPA (Care About Physical Activity) project. A project focused on looking to generate opportunities to increase and encourage movement and mobility during everyday activities within a care home environment.

This recognises the importance and benefits of keeping people active which helps them to maintain their levels of mobility and independence. We also heard comments from staff and relatives that encouraging these opportunities also helped people to feel good about themselves by increasing their confidence and self esteem.

People using services can expect to have their nutritional needs met in a way which promotes a positive mealtime experience. We observed meal times and noted these were relaxed and congenial opportunities for residents to enjoy the food on offer. Within Springhill, mealtimes were an enjoyable experience, with a variety of choice on offer. This supported good nutrition through well balanced meals and good hydration improving wellbeing.

The catering staff put considerable effort into providing a good selection of food on the menu and choices were available to residents. This ensured that people's nutritional needs were met whilst living in the care home including any special dietary requirements. Supporting people to enjoy a good healthy diet helped them maintain their health and well being as well as encouraging social engagement and interaction during mealtimes.

The new provider had completely replaced and refurbished the entire kitchen facilities which helped to enhance the morale of the catering team and further improve their ability to deliver good standards of nutrition to the residents.

We received many positive comments about the standard of the food on offer and noted the catering staff took pride in their work with a commitment to delivering good quality meals for the residents, including a selection of home baking.

People were offered choices and we saw minutes of meetings and examples of discussions between staff about encouraging and supporting residents to have their voices heard and afforded choices and opportunities. This helped to give people some level of control about what they wanted.

Areas for improvement

1. To continue to develop and provide opportunities for residents to enjoy and engage in activities and other opportunities that will enhance their quality of life, whilst living at Springhill.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential. (HSCS 1.6)

I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks which enhance the quality of my life. (HSCS 2.24)

How good is our leadership?

4 - Good

We received positive comments from relatives we spoke to regarding the new provider and the improvement in the overall management of the care home since they took over. This is still in the early stages of development however we noted good responses from staff who felt things were getting better such as more training on offer, support when needed and other opportunities.

There are various plans to continue to develop the staff team and embed leadership roles within the teams which will include various champion roles, keyworker and senior roles. These have still to be finalised, however there is a positive atmosphere around the care home with staff we spoke to commenting about the positive changes and potential future opportunities to influence the quality of care and support provided to residents.

The manager completes a number of quality assurance procedures at the end of each month and they are currently reviewing the frequency of some topics and continuing to analyse the data and information to inform on any changes and developments within the care home. This helps to evaluate and analyse the various elements of service delivery, including areas for improvement. This gives managers an overview of the on going activities within the care home environment and identify where changes or attention are required to continue to improve and develop the overall quality of the service.

We could see that the feedback from residents and relatives was incorporated into these processes which helped to ensure that the management was proactive and encouraging participation and involvement. We heard from relatives that recently they have felt listened to and any issues they have raised have been dealt with appropriately. This helps to give people living in the care home and their relatives reassurances that their views and opinions matter and they have an opportunity to discuss and share these points with the manager and providers who will respond appropriately.

Areas for improvement

1. The service provider and management should continue to develop their quality assurance systems to ensure that they gather relevant information which can be used to analysis trends and issues within the service. They should continue to include feedback and involvement of the residents and their relatives in these processes to ensure that people are at the heart of the changes and continue to influence the way the service operates to support them.

Health and Social Care Standards which state "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

How good is our staff team?

4 - Good

We continue to receive very positive and appreciative comments from residents and relatives about the quality and standard of the staff team. Relatives told us they appreciated the consistency of the staff team which gave them confidence and reassurances that their relatives were being looked after by carers who knew them well. From our discussions with the various staff members we found a team of committed and caring individuals who wanted to provide the best care they could for their residents.

During our visits, we observed good standards of engagement and interaction between staff, residents and relatives. This helped to create a compassionate atmosphere, which relatives commented on, told us they felt confident, and comforted by the caring and friendly staff.

There were appropriate recruitment procedures in place to screen and vet anyone wishing to work in the care home setting. Recently staff members were getting involved in the interviewing processes, which helped them gain some insight into the importance of safer recruitment standards and procedures.

There was on going training and development opportunities for the staff team including team meetings and support/supervision sessions to help identify and develop their skills and knowledge. Staff reported these opportunities were welcomed and appreciated they felt valued and recognised for the work they were doing. This helped to improve morale within the care home which in turn benefited the people receiving care and support from a team of staff who were motivated and committed.

Feedback from staff we spoke to during our visits indicated the service was moving in the right direction and they were pleased with the investment and positive changes the new provider had implemented. They felt supported by the management and were offered new training topics and opportunities to develop their roles within the care home. This was encouraging to see the staff team responding positively to these developments and their manner and demeanour showed in their increased confidence for the future direction of the care home. (See area for improvement 1)

We observed all the staff working well together as a team within the care home, with common goals to provide high quality care and support to their residents. This meant that each member of staff recognised the value and importance of each others roles and worked together for the overall benefit of the residents.

Areas for improvement

1. The service needs to continue to build on the positive elements of the staffing we found during our inspection. The management should consider the on going development of the staff team and how they work together. Including the clear definition and implementation of supporting roles and responsibilities within the care home team such as the nurses, keyworkers, senior support staff, activities coordinators, champions. to ensure that everyone is clear about the structure of the staff team.

This is in line with the Health and Social Care Standards which state;

My care and support is consistent and stable because people work together well. (HSCS 3.19)

How good is our setting?

4 - Good

We noted the considerable investment by the new provider in the developments and improvements undertaken so far with this care home. This has enhanced the overall appearance of the care home, with the workmanship undertaken to a high standard. There is still work in progress in terms of continuing to refurbish areas of the internal environment however, the signs are positive for moving forward.

The care home is a combination of older style Georgian building with a purpose built extension. The extension has four floors which have access using passenger lift, each floor has ten beds and a dining/ lounge area. Bedrooms have all ensuite toilets and bathing. The older Georgian style building has two floors with passenger lift access, two very large spacious lounge areas and a dining room.

The garden areas are accessed on the basement level requiring the lift usually with the assistance from staff to safely get to these areas. The provider has improved access to the garden areas by installing new patio doors on the basement floor.

We noted residents were encouraged to move around the home and make use of all parts of the home. This could be confusing due to the layout and signage had been custom made to suit the age and style of the buildings.

Disability access is via the side door as the front door has several steps and no ramp access. There are limitations within the internal building that provide challenges for independent mobility access. However, we noted that signage has been custom made to suit the style of the building and there are continuous efforts to further develop and enhance the internal care home environment. (See area for improvement 1 and 2)

Areas for improvement

1. We noted that some of the bed room areas particularly in the extension part of the building, the lighting was poor and could be improved. There have already been improvements made the corridor areas and other communal areas. There is an on going programme of developments and this is on their list of issues to address. Some areas within the home such as bedroom areas.

The premises have been adapted, equipped and furnished to meet my needs and wishes. (HSCS 5.16)

2. The management and new provider should continue with their programme of on going investment in the developments within the care home environment to enhance the mobility and access around the home.

I can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support. (HSCS 5.1)

How well is our care and support planned?

4 - Good

The care home is still in the early stages of development, with the new provider having undertaken considerable investment in the fabric and condition of the external and internal environment. The same applies to the care and support documentation we inspected.

Information was available that identified people's health needs and associated care and support requirements were clearly set out in their care plans. We could access this information and we noted that health needs were assessed appropriately and subsequent care and support detailed to address these needs. This gave staff the knowledge and information relating to each individual's health and well being needs including the kind of care and support they required. This helped to ensure that we could be confident that there was an appropriate level of information and documentation in place to allow proper levels of care and support to be delivered to people.

The service is still looking to standardise the documentation, which will take some time to fully adapt and implement within the care home. We would like to see the development of a person centred set of care and support documents that reflect each individuals personalities and characteristics, as well as their assessed health and well being needs. This will help staff to deliver care and support to individuals with the emphasis on them as individual people, not just a set of clinical health needs to address. (See area for improvement 1)

Areas for improvement

1. The service should continue to develop and standardise the care planning documentation. We recognise the good work undertaken to date but as the new provider implements their systems and documentation they need to ensure that information and knowledge from staff who know the residents well is incorporated into the individuals records. We would like to see a person centred focus for the care and support planning documentation that reflects each individuals personalities and characteristics. This should include full involvement of the individuals and their relatives/friends or people who know them well and can contribute to this process.

This is to comply with the new Health and Social Care Standards which state;

My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices. (HSCS 1.15).

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing levels and mix meet people's needs, with staff working well together	4 - Good
How good is our setting?	4 - Good
4.2 The setting promotes and enables people's independence	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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