

Springhill Home Care Home Service

80 Portland Road
Kilmarnock
KA1 2BS

Telephone: 01563 573356

Type of inspection: Unannounced
Inspection completed on: 31 March 2017

Service provided by:
Springhill Home Ltd

Service provider number:
SP2003002272

Care service number:
CS2003010278

About the service

Springhill House is registered to provide care to a maximum of 64 older people with physical and mental health difficulties, including types of dementia. A maximum of two of the bedrooms are double bedrooms and can be occupied by people making an informed choice to share a room. A maximum of five registered places may be used for respite care. At the time of the inspection, there were 54 people using the service.

The home is located within a residential area of Kilmarnock, just a short distance from the town centre amenities. There is a bus stop outside the main gate and the train station is approximately a mile from the home. The building is a detached villa with a four storey purpose-built extension. The Georgian wing provides 11 bedrooms, two communal lounges and a dining room.

The extension wing, has 52 bedrooms split over four floors. Garden (ground), Lavender (first floor), Loganberry (second floor) and Rosewood (top floor). Rosewood and Loganberry floors each have their own day room and Lavender and Garden floors have the option of accessing the two lounges within the main house, or smaller lounge located on the garden floor. This lounge also has a cinema screen and computer access. All bedrooms have en-suite facilities with shower, WC and wash basin. Alternative assisted bathing facilities are available on each floor.

The inspection focused on standards of care for people living with dementia. We are using a sample of 150 care home services to look in detail at the standards of care for people living with dementia and this service is one of those selected as part of the sample.

The areas looked at were informed by the Scottish Government's Promoting Excellence: A framework for health and social care staff working with people with dementia and their carers and the associated dementia standards. It is our intention to publish a national report on some of these standards during 2017.

What people told us

The main focus of this follow up inspection was to update on the progress the service has made in addressing to the previous requirements and recommendations made at the last inspection.

From the feedback we have received from residents and relatives, there continues to be a level of concern for the future, however since a new provider has now purchased the care home and has intimated their intention to invest and improve the service, this has relieved some of these concerns and in general people were positive about the future of the care home.

We continue to receive positive feedback from both residents and relatives about the quality of the care staff, including commending them for keeping going during the period whilst the home was under administration. We will continue to gain feedback from residents and relatives on the progress of this service when the new provider is able to implement their own changes and developments in the near future.

Self assessment

The self assessment previously completed by the manager remains relevant. The care home has been under administration over the last year and a new provider has recently purchased the service. This will be reviewed in the new inspection year and when the new provider has taken over the service.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

What the service does well

The management and staff team at Springhill care home continue to demonstrate a commitment to delivering good standards of care and support to the residents. During a protracted period whilst under administration with some uncertainty to the future they have continued to work hard to support the people who live there.

What the service could do better

Springhill care home has a new provider there will be a period of settling in and having to resolve some long standing issues with the condition of the care home environment. We noted some progress on this and have heard some reassuring comments and commitment from the new provider about the need to invest and upgrade parts of the environment.

As the new provider gets integrated the staff team need to progress with the care planning systems and procedures. We have highlighted issue within the care plan system and the manager and staff team have worked hard to implement changes that have made improvements to this system. However, with the new provider there will be again the need to ensure that the new care planning system they implement is fully comprehensive and person centered to meet the needs of the residents

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The provider needs to implement a programme of refurbishment to the areas of the home that require attention. We would want to see a planned programmed of developments that will improve the overall standard of the environment.

National Care Standards, care homes for older people - Standard 4: Your environment

2. The manager should use the Promoting Excellence framework, Scottish Government 2011 to review staff training and development to ensure that staff have the necessary knowledge and skills to meet the needs of people with dementia.

National Care Standards, care homes for older people – Standard 5: Management and staffing arrangements.

3. The provider should put in place an annual training plan which addresses how staff will be supported to achieve the qualification requirements required for registration with the (SSSC) Scottish Social Services council.

National Care Standards, care homes for older people – Standard 5: Management and staffing arrangements.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
3 Aug 2016	Unannounced	Care and support	2 - Weak
		Environment	1 - Unsatisfactory
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
9 Feb 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
1 Sep 2015	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
20 Jan 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak

Date	Type	Gradings	
23 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 1 - Unsatisfactory 3 - Adequate 1 - Unsatisfactory
12 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 3 - Adequate 1 - Unsatisfactory
16 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
15 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
31 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
28 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 2 - Weak 2 - Weak
19 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate
22 Apr 2011	Unannounced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 3 - Adequate 2 - Weak 1 - Unsatisfactory

Date	Type	Gradings	
7 Feb 2011	Unannounced	Care and support	1 - Unsatisfactory
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
8 Jul 2010	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
16 Dec 2009	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Jun 2009	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
24 Feb 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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