

Spring Gardens Care Home Service

67 The Promenade
Joppa
Edinburgh
EH15 2EA

Telephone: 01314 681 630

Type of inspection:
Unannounced

Completed on:
17 July 2026

Service provided by:
Abercorn Care Ltd

Service provider number:
SP2003002437

Service no:
CS2007162838

About the service

Spring Gardens is a care home for older people located in the Portobello area of Edinburgh. The service has been registered with the Care Inspectorate to provide care and support since 1 April 2011.

At the time of the inspection 17 people were experiencing care in the service.

About the inspection

This was an unannounced inspection that took place on 15, 16 and 17 July 2026. One inspector carried out the inspection. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

This was a core assurance/hybrid inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. We carry out core assurance inspections because research tells us that core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; the setting; and planned care/support.

During the inspection we identified an area that required further scrutiny (see key question four, 'How good is our setting?') and as a result this became a hybrid inspection. It is not a validation of previous evaluations and, with the exception of key question four, no new evaluations (grades) have been awarded.

We confirmed that other core assurances were met and people continued to receive care that met their needs and protected their safety, wellbeing, and rights.

We knew this because:

- Spoke with and spent time with 12 people experiencing care
- Spoke with one relative and four staff and management
- Reviewed survey responses from eight people using the service, two staff, and four relatives
- Observed practice and daily life
- Sampled relevant documents.

Key messages

Legal Assurances

The service was operating legally and in line with their conditions of registration. Appropriate insurance was in place. A range of policies and procedures promoted good outcomes for people. This meant people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

People felt safe and well supported because the service had effective adult support and protection measures in place. Staff were trained in their responsibilities, and relatives told us they were confident that their relative was safe and well cared for. One relative said:

"All staff are lovely and really look after residents, they seem to genuinely care about their wellbeing."

People's health needs were well supported and the service maintained good links with external health professionals. Staff completed regular training in supporting people with medication, and medication systems were well managed.

People were supported to stay connected with their family and friends, and visitors were welcomed into the home. Staff supported individuals to participate in community activities and maintain meaningful connections. People had opportunities to remain active, with a wide range of daily activities led by specialist activity coordinators and supported by the staff team. One person experiencing care told us, "I am very happy [with] the activity team. [The activity coordinators] work very hard and keep us entertained." Some people experiencing care told us that they would like staff to be able to spend more time with them, particularly at weekends when the activity coordinators were not at work. Some family members raised similar issues. We shared this feedback with the manager and will review this at our next inspection.

Leadership

The service had a new manager in post. Quality assurance systems were in place to help the senior team identify and prioritise improvements. We saw that when issues were identified, action was taken and regularly reviewed. Leaders and staff were open to change and worked together to improve outcomes for people. As a result, people benefitted from consistent and effective support.

The manager and senior staff had good oversight of staff practice and had regular contact through supervision, team meetings, and spot checks. We discussed with the manager strengthening recording of observations of staff practice to better evidence practice development. We will review progress at our next inspection.

Compliments were recorded and shared with the staff team. There had been no recent complaints. The complaints policy was advertised so people knew how to raise any concerns. Relatives and people experiencing care reported that the manager was approachable and listened. This meant that people could be confident that any issues raised would be quickly addressed.

People and their relatives had opportunities to provide feedback on their care and support through regular resident and family meetings. Surveys and reviews were completed and issues arising were discussed and actioned. There was a service improvement plan that was regularly updated. People could be confident that the leadership team had a good understanding of the future direction of the service.

Staffing Assurances

People were kept safe because the service regularly assessed their care needs and ensured sufficient staff were on duty to meet those needs. Effective recruitment processes were in place which meant that people were kept safe. We spoke with the manager about further strengthening recruitment processes by ensuring that risk assessments are recorded where there are gaps in an applicant's employment history or where references have been provided from non-company email addresses. This would provide greater assurance that all potential risks have been appropriately considered and mitigated prior to employment. We will follow up on progress made at our next inspection.

Leaders supported staff development through regular supervision, training opportunities, and observation of practice. Staff were well organised and worked well together. Staff we spoke with felt valued and supported in their roles. This meant that people benefitted from a competent and compassionate workforce.

One relative said:

"The staff team are all lovely and [I] have no concerns. [The new manager] has a real wealth of knowledge and experience and you can tell she can coach other new staff."

Setting Assurances

We have opened up the key question 'How good is our setting' due to a safety issue arising during the inspection. Please see this section for more information.

Personal Planning and Support Assurances

Personal plans were person-centred and contained clear details of people's needs, wishes and expected outcomes. Risks were assessed, giving staff guidance on how to keep people safe. The service had recently introduced a new electronic system which, when fully operational, should improve recording further. At the time of the inspection staff were having to use work arounds to ensure all necessary information was available. While we were assured that personal planning assurances were met, we will explore progress at our next inspection when the new system is fully embedded.

Reviews of people's care were completed every six months. The manager had identified improvements to be made in more fully involving people and their families in the review process and was making positive progress with this.

Staff knew people well and demonstrated a high level of commitment to ensure people's needs and wishes were met. Choices and preferences were responded to and respected. One relative commented, "You can really see the kindness and care from the staff."

Overall, people were assured their care and support would be provided in a way which met their needs and expectations.

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 good is our setting?	3 - Adequate
--------------------------	--------------

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

How good is our setting?

3 - Adequate

We evaluated this key question as adequate, where there were some strengths, but these just outweighed weaknesses. Strengths still had a positive impact but the likelihood of achieving positive experiences and outcomes for people was reduced significantly because key areas of performance needed to improve.

The home had a warm and friendly atmosphere, and relatives we spoke with told us they were welcome to visit at any time. People could choose from a variety of communal areas, including a lounge, dining room, and conservatory. Where people wished to have privacy or spend time in their rooms, this was supported. The lounge in particular had a bright and pleasant outlook and people we spoke with told us how much they appreciated the setting. People were also able to access the enclosed patio area and front garden independently or with support. This meant that people and their visitors were able to get fresh air and make the most of the setting.

People's bedrooms were personalised, with decoration, photos, and furniture of their choosing, making the bedrooms different for each person. People had equipment suitable for their mobility requirements and independence. This demonstrated that people's choices were respected, which supported them to feel as comfortable as possible in their home.

The home was an older, traditional building, not specifically designed for people with cognitive or mobility challenges. Signage had been improved which supported people to navigate around the building independently. This demonstrated that the provider had made the most of the layout and space available.

Assessments were in place to reduce the risk to people from leaving the home unsupported. We discussed with the manager the alarm at the external front door which caused significant noise disturbance within communal areas. We noted that this did not appear to enhance existing safety measures as staff did not respond to the alarm. This had been discussed at the last inspection but not actioned. During this inspection we were assured that the new manager took immediate steps to review the situation, which should result in reduced noise pollution while maintaining people's safety.

Improvement work was ongoing to continually upgrade decoration and furnishings within the home. We discussed with the manager some areas that would benefit from upgrading and were assured that these would be addressed. This meant that generally people benefitted from a well decorated and well-maintained home.

The home was tidy and free from odours. Domestic staff worked hard to keep the home clean. Staff were seen to wear, use and dispose of personal protective equipment such as gloves and aprons in line with guidance. There were arrangements for the maintenance and cleanliness of equipment. This meant that people benefitted from a clean environment and equipment that was hygienic and safe to use.

An on-site maintenance worker carried out expected safety and maintenance checks regularly and kept records. This included weekly checks to ensure necessary restrictors were fitted to prevent windows being opened more than was safe. However, during the inspection we noted that one upstairs window, in a vacant but accessible bedroom, was open more than the recommended safe limit. This posed a significant risk to residents and visitors of falling from height. Regular checks had not been sufficiently robust to ensure that all window restrictors continued to be functional. In addition, staff had not been aware of the risk posed by opening the window beyond the safe limit and had not reported the issue to allow the necessary maintenance to be completed. We advised the manager of this safety concern and this was taken seriously,

with immediate action to safeguard people. We discussed further action needed to ensure learning from this safety incident is embedded and have made this an area for improvement (see area for improvement one).

Areas for improvement

1. To reduce risks to people experiencing care, the provider should ensure that all necessary action is taken to learn from safety incidents. This should include, but is not limited to, reviewing maintenance schedules to ensure they are sufficiently robust to identify that all windows have functioning window restrictors fitted that prevent them being opened more than the recommended safe limit. In addition, the provider should ensure that all staff increase their knowledge of environmental risk assessment and reporting of maintenance issues.

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

'My environment is secure and safe' (HSCS 5.19).

Complaints

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

Detailed evaluations

How good is our setting?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.scot

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.