

Springfield Residential Care Home

What didn't go well (and why that matters)

Background

Springfield Residential Care Home supports up to six people with learning disabilities. Set in a large Victorian property with beautiful gardens, the home offers a comfortable, homely environment where reflection is part of care.

What are they doing differently?

Springfield found that some residents cannot easily express what they like or dislike. To make sure every activity is meaningful, staff observe how residents respond and use those insights to shape future plans.

Each resident has a personal activity book that records their experiences throughout the year. What makes this approach unique is the honest reflection: every book includes a section called "things that did not go well".

Staff use these pages to:

- capture activities that didn't go as planned
- explain why they didn't work
- record what to do differently next time

This reflective approach turns every experience into learning. Staff can adapt activities to each resident's needs and work in a safe space where they are encouraged to try new ideas.

Impact ...

- Residents feel listened to because staff record and act on their experiences
- Activities are more personalised and enjoyable
- Residents feel less frustrated, while staff feel more confident
- Wellbeing improves through more personalised, responsive care

“By placing people at the heart of what we do and reflecting openly and honestly on every activity, we can continually improve people's quality of life.”

