

Bankview Care Home Care Home Service

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Bonnybridge
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Type of inspection:
Unannounced

Completed on:
30 August 2023

Service provided by:
Holmes Care Group Scotland Ltd

Service provider number:
SP2020013480

Service no:
CS2020379133

About the service

Bankview Care Home is registered to provide care and support for older people. The service is provided by the Holmes Care (Group) Ltd.

Bankview is situated in extensive grounds on the outskirts of the village of Banknock with transport links to Edinburgh, Glasgow and Stirling nearby. Shops, social and leisure facilities are also nearby.

Accommodation in Bankview is set on one level and is provided in two separate wings. The House provides accommodation for 25 people who share a large communal lounge and dining room. The Lodge provides accommodation for 40 people in three separate areas, each of which have their own lounge and dining rooms.

All rooms are spacious and can be personalised to individual preferences and have ensuite toilet and wash hand basins. Communal bath and shower rooms are available nearby.

People living at Bankview can enjoy the outdoor gardens accessible from each lounge in the home.

The service registered with the Care Inspectorate on 30 June 2020.

About the inspection

This was a full inspection which took place on 28, 29 and 30 August 2023. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 10 people using the service and nine of their family and friends
- spoke with 12 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People liked the staff supporting them
- People enjoyed a wide range of activities
- People enjoyed appetising food and snacks
- People felt the home was well managed and the manager was very approachable.
- Relatives felt supported by the home and felt their views were listened to.

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?	5 - Very Good
How good is our leadership?	5 - Very Good

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

How well do we support people's wellbeing?

5 - Very Good

In this part of the inspection report we considered three quality indicators:

1.1 People experience compassion, dignity and respect.

1.2 People get the most out of life

1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as Very Good for all three quality indicators which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People should receive care that is in line with the Health and Social Care Standards. People told us that the manager and staff at Bankview were particularly good at getting to know them and finding out about their or their relatives' likes and dislikes and their preferences. This information was used to support people in line with their needs and wishes. People believed that this personalisation helped their relative settle into the home when they first arrived, supported best outcomes and quality of life.

One person told us "I have been included by the care home staff who have taken time with me to go over each area. Communication is excellent with all staff from Carers, Admin and Manager. My relative's room was being refurbished - I was asked by the manager what colour would I prefer their room to be, this shows to me the dedication and thought that the care home have in making life that little bit better for the residents. It would also be extremely difficult to improve on the care they have shown within the care home."

There were activities most days in the morning and afternoon, and people were enabled to join in with activities and outings if they wished. People who preferred time spent with them individually received this. One person told us "Activities here are second to none- they do blanket activities like bingo but also things that are meaningful to people. There are lots of outings. The girls are very good." Another told of their relative being supported to attend a family wedding which meant a lot to them. A newsletter was distributed so friends and relatives could see photographs of the things their relatives were taking part in and could participate in if they wished to. Relatives told us they volunteered for events taking place in the home or short outings with residents and staff, enjoyed this and found it rewarding.

The home has started a dementia cafe - Bankview Blethers - for relatives to provide community and emotional support as their friend or relative progresses through their dementia journey. People were encouraged to continue to be involved in their relatives' care to the extent that they wished to be, which was respectful. One person told us "Staff are very calm and caring whilst dealing with residents as I have on numerous occasions watched how they handle some difficult situations, it is also reassuring, not only for me, but also for the residents. On one occasion I did not attend on my normal visiting day and I received a call from one of the carers enquiring if I was OK as she had been concerned that I had not shown up as usual - this goes above and beyond the call of duty and shows the empathy the staff have with relatives as well as residents."

Mealtimes were protected in order that people could enjoy their meal without interruptions and maximise their food and fluid intake. The food looked and smelled appetising and people seemed to enjoy their meals.

Staff knew people's likes and dislikes in terms of food, portion size, where they chose to eat their meals and the level of assistance they required to eat and drink well. We saw some people being assisted to sit towards the end of the meal because staff knew them well and knew this supported them to eat and drink better.

The home had very good oversight of people's health needs. Care planning was very good. People told us they were involved in this process in order to make sure things were right for them. They were very personalised toward the individual. People's needs were reviewed monthly. The service used relevant risk assessment tools to keep people and staff safe. Care plans were reviewed six monthly in line with legislation. The service had well established links with external professionals and contacted them when necessary to ensure that people's health needs were met.

One person told us "They have been great. Staff know me by name, know who I am, always very welcoming. Communication is good - they look after my relative very well. They recently held an open day in the garden, lots of staff were there, they came in on their days off - I think that speaks of the kind of people they are - very kind and genuinely care about people and want to make sure they're well looked after and happy."

How good is our leadership?

5 - Very Good

In this part of the inspection report we considered one quality indicator:

Quality Indicator: 2.2 Quality assurance and improvement is led well

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service communicated well with people. People were encouraged to give their views regarding the service they received and were confident in doing so because they knew it would be responded to in a spirit of genuine partnership. A quality assurance system was in place that covered important areas of practice within the home. This meant the service continually evaluated people's experience of living in the home and could make adjustments as necessary to support good care of people living in the home. People and their loved ones' views were sought as part of this process. One person told us "What is special about this home is that staff are very committed to it- there is a strong local connection. It's not just as a job. They are local people looking after local folk. It's a community minded place. They do a very, very difficult job. Very competent about doing things correctly. I hold the staff in high regard, I looked after my relative before they came here so I have a real appreciation for how hard the carers work. Not a single improvement comes to mind." This meant people experienced stability in their care and support from people who knew their needs, choices and wishes.

Daily handovers ensured that up-to-date, relevant information was communicated to staff and appropriate actions were taken. Staff enjoyed working for the service, said that communication was good and they understood their roles. This meant people's care and support were consistent because people worked together well.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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