

Bankview Care Home Care Home Service

Kilsyth Road
Bonnybridge
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Telephone: 01324 841 090

Type of inspection:
Unannounced

Completed on:
7 November 2025

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 5,6 and 7 November 2025. The inspection was carried out by one inspector from the Care Inspectorate. Two inspection volunteers also supported the inspection. 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 to and spent time with several people living in the service and their family and friends
- Received feedback via questionnaires and telephone interviews from 34 people using the service
- spoke with 14 staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People thought the care and support they received was exceptional
- People found management of the home to be excellent
- People said that staff and management were kind, caring and listened to their views
- The home is clean and comfortable, nicely decorated and has lovely grounds for people to spend time in.

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?	6 - Excellent
How good is our setting?	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?

6 - Excellent

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

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

We assessed the service as Excellent for this quality indicator which means overall we evaluated this key question as Excellent where support and outcomes for people were of outstandingly high quality.

People were pre screened prior to admission with further assessment of people's needs once they were resident within the home. This helped ensure that people's needs could be met by the service and this included taking into account the needs of people already living in the home which promoted an environment that was relaxed and pleasant for everybody to live in. People found staff to be extremely skilled at supporting people to transition into moving into the care home and their families and loved ones too.

There was a very warm and friendly atmosphere within the home. Staff were very visible and responsive to people living there. Staff were present in the communal areas of the home meaning people received assistance promptly if they needed it and when walking along corridors popped their heads in to people's rooms asking people if they were OK or if they needed anything. This meant that people experienced staff speaking and listening to them in a way that was courteous and respectful with their care and support being the main focus of people's attention. One person told us "I feel my mum is looked after extremely well. Despite my mum not being able to communicate, staff know her so well and are fully aware of her needs. The staff at Bankview House are amazing and go above and beyond to look after my mum. They know her so well and treat her like a member of their family. I cannot praise them highly enough. Bankview House is always clean, tidy and inviting. It has a very homely atmosphere and is a home from home for my mum. I am kept informed about all developments in my mum's condition and I am involved in all decisions about her care. I also feel supported by staff, who are always asking how I am and who provide comfort. Bankview's manager is friendly and approachable. On the rare occasions I have had a minor issue to raise, she has responded to me quickly and issues have been resolved."

People's mealtime experience was relaxed and enjoyable. Staff knew people's likes and dislikes and people had choices regarding what they ate and drank. Additionally protected mealtimes helped to encourage good nutrition and hydration. People's relatives were encouraged to come and enjoy meals with them if they wished to, which was one way of helping people to maintain their relationships with those closest to them. People who required more assistance received it. The service offered delicious home baking each day which people really enjoyed. People had excellent relationships with staff supporting them. Staff were busy but calm and in control - smiling at people, chatting easily with people, checking in with people, and giving people hugs. They were extremely kind and obliging towards people.

This created an extremely pleasant and relaxing atmosphere for people to live in. One person told us "Every encounter I've had with Bankview staff has been met with positivity and professionalism. I couldn't ask for better care for my father. Bankview has a feeling of home within a safe and secure environment. Bankview staff clearly enjoy working with their residents and go above and beyond to make them as comfortable and feel valued as possible. The manager is a dedicated professional, she provides excellent leadership to her entire staff that results in a well run care facility."

Staff knew people very well and had optimal knowledge of their support needs including their preferences and choices. People looked very well cared for. They were clean, comfortable and relaxed. The service had excellent oversight of people's needs physical, emotional and social. Staff knew the level of support they required to assist them in all activities of daily living. Families felt extremely well supported by the home. People's needs were reviewed at least monthly in a variety of ways. Excellent clinical governance systems were in place ensuring health needs were addressed quickly. The service was very well supported by the wider multi-disciplinary team including ANP and GP surgeries in the home weekly. This meant people were supported and cared for sensitively by people who anticipated issues and were aware of and planned for any known vulnerability and frailty.

Care planning was very personalised to people's individual needs. This included working preventatively with people who experienced stress or distress with individual care plans in place. Staff supported each other and worked exceptionally well as a team when supporting people experiencing stress and distress. The home had significantly reduced antipsychotic medication usage over the last while.

Relatives were exceptionally positive about their experience. They believed their relatives to be well cared for and had total faith in the staff and manager. Comments included:

"The staff team are all friendly and treat myself and my relative with dignity, they never pass a resident in the corridor without saying hello and they know everyone's name. Lovely setting, well off the road and surrounded by trees. Care and support are excellent. My concerns are always listened to. Leadership is excellent. Can talk to the manager at any time."

"Moved my relative from one home to this one and her whole demeanour has improved immensely. Much happier and healthier. Weight gain and more active. Last home was appalling. Very engaging. Happy to help in any way. Very understanding. In brighter colours which helps keep spirits up for both relatives and visitors. Made the transition between previous home to this one very easy for my relative and she settled in well which is not easy for dementia patient. I'm so thankful I found this home for my relatives. I do think a care home only succeeds with very good management and feel strongly that this home works so well because of the manager."

"I don't think anything needs to change. We are happy with the care our relative receives. Our relative has severe dementia and is largely bedbound. She is physically very frail. She requires total care including being fed by the staff. Wonderful care team. There are so many activities organised for the residents and there is a focus on activities that seem to be enjoyed, singing and dancing a favourite!"

Accident bundles were in place with action plans attached. These were analysed monthly so the home could be preventative and reduce risk as far as was possible. Appropriate actions were being taken and people were being well cared for if they had an accident. This meant that people's care and support was provided in a safe and planned way, including if there was an emergency or unexpected event.

How good is our setting?

5 - Very Good

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

Quality Indicator: 4.1: People benefit from high quality facilities

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.

People had a variety of ways and places in which to spend their time, including ease of access to outside space if they wished. The home was comfortable and homely. It was nicely and freshly decorated. Lounges were well arranged in little clusters of seating which enabled people living there to socialise and chat easily with each other. People had choice in where they spent their time. There was a good range of activities (including evening activities) and outings for people to take part in if they wished to. The service has two small private sitting rooms which were very calm and quiet. These provided a pleasant place for people to sit and spend time with their families if they wished to have more privacy. They could also double as accommodation for relatives who wished to stay with their relative if necessary, which people appreciated. One person told us "Staff team very welcoming and listen to my sister's needs. The home has a very friendly feeling when you arrive. The room is very comfortable and the rest of the home is very appropriately decorated for the well being of the residents. Staff listen to her when she raises any issues that give any concern."

The service had assessed and evaluated themselves against the Kings Fund tool and reviewed this every six months, with action plans attached to ensure that the environment was subject to scrutiny and improvement on an ongoing basis. The service intend to improve their signage within the home as a consequence of this.

Additionally the service evaluate people's experience of living within the home in a variety of ways, including regular audits. The service timetabled issues which required to be fixed in good time, the driveway of the home requires to be levelled as a result of potholes and this is scheduled for early next year. One person told us "I have absolutely no complaints regarding the care and support my mother receives. It can't always be perfect but a quiet word and any minor issues I had were resolved. The home feels of a facility that is run in a professional manner. There are "leaders" throughout the structure and they all play their part. These strengths allow residents to be cared for in a peaceful and calm environment. It also provides peace of mind for relatives and friends."

An inventory was kept of people's clothing and belongings. These showed people had a number of very personal items within their own personal space. We saw that people's bedrooms were fresh and clean and furnished with personal belongings. Memory boxes were in place outside people's rooms, they were beautifully completed and very individual to the person. For some people this helped to orientate them to their surroundings. Likewise people who benefitted from dementia dolls/cats to manage stress/distress reactions had these.

Staff were very visible within the public areas of the home and had time to spend with people. There was a friendly, homely atmosphere with staff working well together as a team. The home was clean and well maintained. People told us "looked at a couple of places, felt Bankview was homely, doesn't feel clinical, feels clean"; "It's always clean and kept well"; "happy with environment and how clean it is"; "clean and welcoming" and "pleasant grounds, well maintained and cleaning staff do a great job. The manager is outstanding. Always listens to views and is 100% invested in the job."

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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