

Bankview Care Home Service

Kilsyth Road
Banknock
Bonnybridge
FK4 1TD

Telephone: 01324 841090 / 01324 841996

Type of inspection:

Unannounced

Completed on:

19 November 2019

Service provided by:

Central Care Limited

Service provider number:

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Service no:

CS2003011585

About the service

Bankview Care Home is registered to provide care and support for 65 older people. The service is provided by Central Care Ltd. which is part of the Homes Care Group. Sixty four people were resident in the home during the inspection.

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 residents who share a large communal lounge and dining room. The Lodge provides accommodation for 40 residents in three separate areas each of which have their own lounge and dining rooms. All rooms are spacious and personalised to the tastes of residents and have ensuite toilet and wash hand basins. Communal bath and shower rooms are available nearby. Full ensuite facilities are available in a small number of private rooms.

Residents can enjoy the outdoor gardens accessible from each lounge in the home.

The service registered with the Care Inspectorate on 1 April 2011.

What people told us

We met with 17 residents and five relatives during the inspection. Comments were made as follows:

"Prior to my wife entering the care home the manager asked me what colour scheme would be preferable for her room to enable her to settle in, a great attention to detail. The staff are well trained to handle difficult situations within the care home and are courteous and polite to all residents. I can highly recommend this care home to all. Activities within the care home are also numerous and varied to suit most residents."

"Great team."

"Our family are very happy with the care dad receives in Bankview. They know him well, and the staff are extremely kind and caring. They extend their care to the family especially our mum, when she comes to visit her husband, our dad. We leave after every visit secure in the knowledge that dad is respected and cared for. From the manager, staff and activities organiser (who does an amazing job) we owe a debt of gratitude. Its never easy to bring a loved one to a care home, but we struck gold at Bankview."

"We are happy with the care my mother is getting. She is getting well looked after."

"Very happy living in the care home."

"Tables and floor not cleaned after meals. Seen staff laying tables for next meal and tables not cleaned from previous meals. Sometimes the staff are too busy chatting to one another and not aware of residents in other areas. Also residents can wait a while before getting to go to toilet. Staff also take breaks on a regular basis "to smoke."

"Since my husband became a resident at Bankview care home, I have found staff in the home- whether it be the management team, nursing staff, carers, administrators or general support staff to be welcoming, friendly, supportive and all wishing to provide the best possible care for the residents. I am delighted with the choice I have made with regards to Bankview care home."

"Bankview is a lovely care home. Mum is happy here and well cared for. The care home is always clean when I visit and mum's room is always clean and tidy. Mum gets plenty to eat and drink and is assisted by the care home staff to do this. The staff are all friendly and helpful and always takes mum's needs into consideration. I am happy and confident that mum is well cared for at Bankview."

"My relative is now bed bound as a result of their deteriorating health and the staff take great care and time over feeding her as much as she requires. They make sure her TV is on as a stimulation for her as well as spending as much time as possible with her. Her room is always clean, tidy and free of smells and she is always suitably dressed and made comfortable. All of the staff at every level are very friendly and approachable and interested in my wellbeing as well as my relative. I have nothing but praise for Bankview."

"My mum was very resistant to change, so I am amazed at how she has settled into Bankview. The staff are patient, caring and friendly to both my mum and our family. The manager has created a lovely atmosphere within the home. Mum loves the many activities on offer. She has been on several trips and actually has her life back. I can't thank the staff enough."

"I am perfectly happy with the care I receive here."

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

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| How well do we support people's wellbeing? | 4 - Good |
| How good is our leadership? | 4 - Good |
| How good is our staffing? | 4 - Good |
| How good is our setting? | 5 - Very Good |
| How well is our care and support planned? | 3 - Adequate |

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

How well do we support people's wellbeing?

4 - Good

We saw warm, caring and respectful exchanges between people. People living in the service and staff appeared to know each other well, and enjoyed each other's company. Care was provided in a compassionate way that recognised people as individuals.

People were supported to maintain relationships which were important to them and to form new ones. Staff ask visitors to respect mealtimes in order to promote good nutrition, otherwise people are free to visit whenever they want. Relatives say they are made to feel welcome and part of things. They appreciated the small kitchen areas where they could make their own tea/coffee and feel at home. People can bring pets in when visiting and people living in the home enjoy this. We reminded the service to ensure animals are well supervised when in the home to uphold the dignity of all people living there.

At mealtimes we saw that people were offered choice, and enjoyed their food. The chef visits the dining rooms at mealtimes to ensure people are happy with their meal and give people the opportunity to share what they like, and do not like, on an ongoing basis. People who needed more support to eat were supported in a calm, respectful manner and at their own pace.

People are enabled to get the most out of life with options to maintain, develop and explore their interests and skills. A weekly programme of activities is in place, but this is not prescriptive. Staff use observation and knowledge of the people they are caring for to see what they are enjoying and to ensure people can engage with things they like to do. There is a wide range of activities and opportunities to engage in different experiences including trips, parties, outside entertainers, and physical exercise. The service are aware of the link between physical activity and good physical health and encourage people to move as much as possible.

The service would like to expand failure free options for people with more advanced dementia who require more support, and relatives are currently fundraising for a therapy room for namaste care.

People benefit from good health care assessment, screening and care and support based on good practice and evidence based guidance. A GP surgery is held within the home every week, thereby promoting prompt review of health needs and medication needs when necessary. Staff described, and we saw, good practice in relation to covert medication administration and wound management.

The home has good links with the nearby Strathcarron Hospice with regards to end of life care. RESPECT forms are in place for people currently receiving palliative care. Anticipatory Care Planning was not seen in all care plans and we discussed at feedback that if people are encouraged to discuss these things at an early stage it can alleviate stress when the time comes.

How good is our leadership?

4 - Good

People should be supported by a service and organisation that continually assesses quality and commits to ongoing improvement. Bankview is part of an established group; there are company wide policies, procedures, templates and quality assurance systems in place. These provided a framework for the manager and senior team to work with in order to provide consistent standards and to develop and improve the service further. The health needs of people living in the service were evaluated on a continuing basis to ensure that people receive the right support at the right time in order to both maintain good health and to avoid preventable deterioration. We felt that this was not recorded as well as it could be and we report on this further under Care and Support -5.1.

The manager is managing both the daycare service and the home, with the senior team stepping up to support. They demonstrate a clear understanding about the current strengths and future direction of the service. Communication in the home is generally good. Daily handover and flash meetings support key information being exchanged in good time.

Accidents and incidents were recorded as well as follow-up observations and these were evaluated in order to reduce the risk of re-occurrence. The management team have worked very hard over the last year to continually evaluate people's experiences to make sure that they get things right for people, one example being medication administration. Ongoing auditing has seen improvement. The service believe in openness and accountability, they understand their responsibilities under Duty of Candour legislation and offer a meaningful apology if something goes wrong. This means that people benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

Residents and relatives spoke very positively of the management and staff. They knew how to make a complaint or raise a concern about their care and support if they needed to. They felt able to raise any issues they may have had and be confident that this would be acted on without negative consequences.

Staff we spoke with were aware of supervision meetings and told us that the manager was approachable. The manager is proactive with regards to training and enabled staff to attend training and develop their skills. This meant that people could have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

How good is our staff team?

4 - Good

We observed a staff team who worked well together, were committed and confident in their roles. People were very positive about the staff providing their care and could build a trusting relationship with people supporting and caring for them in a way they both felt comfortable with. Staff had time to provide care and support with compassion and to engage in meaningful conversations with people. There has been little staff change over the last year, meaning people experienced consistency and continuity. Agency staff usage has been minimal, and the service have recruited bank staff. This has promoted the establishment of a solid team with shared commitment and values working together to improve outcomes for people.

Staff were strongly encouraged to access a wide variety of training opportunities and courses to further develop their skills and knowledge in delivering positive outcomes for people using the service. Seniors have undertaken units of SVQ4 training, and some staff have been upskilled to undertake venepuncture and wound care. A system of staff champions had recently been put in place in order to effectively cascade knowledge and best practice across the staff team. The service is working to link the skill mix of staff to quality assurance, taking account of the acuity and complexity of residents' needs.

A record of staff's registration with the NMC and Scottish Social Services Council confirmed that staff were appropriately registered to work in the service.

How good is our setting?

5 - Very Good

People living in the care home experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

The service is sub-divided into smaller units which mean people are living in smaller groups with access to different areas in which to spend their time. The atmosphere in communal areas is welcoming and homely. People have a choice about where to spend their time and they can choose to see visitors in private.

Since the last inspection the service have utilised the Kings Fund tool and worked with the Iris Murdoch Centre to promote a dementia friendly environment which people can navigate around easily. Improvements made to the environment included making the corridors lighter and brighter, with new furniture placed strategically so people can sit down when they are on their travels around the home.

Tactile artwork has been situated on the walls which people can engage with as they please. There is good signage in place to assist people to find their way. Carpets, walls and handrails are all different colours to assist people with dementia and visual impairments to orientate themselves. Two spa baths have been put in place and a walk-in shower (which allows ease of access). This means most people can access independently the parts of the premises they use and the environment has been adapted to promote this.

We saw that people could arrange their rooms as they liked, with their own furniture and personal belongings thus being able to create a space in the home that was theirs alone. There is enough space for people to sit there comfortably with a visitor.

How well is our care and support planned?

3 - Adequate

Staff know the people that they work with well and we saw people getting care they needed from people who they liked and trusted. Similarly we were told of regular communication between the manager and staff with people's relatives and friends and that they responded promptly to requests for information. This means 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.

People were supported to remain well through the safe use of medications, whilst being able to have as much control as possible. This was because people were being supported in line with good practice guidance.

We looked at assessment and care planning in the service and found it needed to improve. Care planning did not always reflect the good care we saw (and were told) people receive. We found handwritten documentation which was poorly indexed, with risk assessment and care plans not linked or cross referenced well. For example, a person living in the service has had several falls this year, yet no multi-factorial falls risk assessment was in place and no analysis or plan of prevention was seen. It was cumbersome and difficult to access information easily. They presented as static documents not routinely being used to inform staff practice and approaches to care and support. New information was written down at the end of care plans, with no systematic review or updating of the whole care plan making it difficult to identify what the person's current needs were and how the service was going to meet them. The standard was inconsistent across care plans seen, with some much better than others.

There was little evidence of people or their relatives being involved in the care planning and review process and therefore little evidence that people's care and support was being planned in line with their wishes and preferences. Reviews were not always seen to be held in good time, and contained little information. Likewise, where people no longer have the capacity to fully express their needs, relevant individuals did not always appear to be involved in the care planning or review process, even when the service held the supporting legal documentation. For example, we saw a person living in the service had bedrails in place (a form of restraint) with no bedrails consent form having been signed by the Guardian.

We had a full discussion with the management team regarding this issue. New care planning documentation is currently being piloted at other homes in the group and is working well. The intention is to introduce it at Bankview shortly. We will check this at the next inspection. (See requirement 1).

Requirements

1. In order that people's care and support is planned, regularly reviewed and updated when needs change, the provider must ensure by 31 May 2020, that personal plans are in place which outline how people's health, welfare and safety needs are to be met. Evidence that people have been involved in developing the plan must be included.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change.' (HSCS 1.12); 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15), and in order to comply with Regulation 5 - Personal Plans of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

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

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| How well do we support people's wellbeing? | 4 - Good |
| 1.1 People experience compassion, dignity and respect | 5 - Very Good |
| 1.2 People get the most out of life | 4 - Good |
| 1.3 People's health benefits from their care and support | 4 - Good |
| How good is our leadership? | 4 - Good |
| 2.2 Quality assurance and improvement is led well | 4 - Good |
| How good is our staff team? | 4 - Good |
| 3.3 Staffing levels and mix meet people's needs, with staff working well together | 4 - Good |
| How good is our setting? | 5 - Very Good |
| 4.2 The setting promotes and enables people's independence | 5 - Very Good |
| How well is our care and support planned? | 3 - Adequate |
| 5.1 Assessment and care planning reflects people's planning needs and wishes | 3 - Adequate |

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