

Bankview Health and Wellbeing Centre Support Service

Kilsyth Road
Banknock
Bonnybridge
FK4 1TD

Telephone: 01324 841831

Type of inspection: Unannounced
Inspection completed on: 10 July 2017

Service provided by:
Central Care Limited

Service provider number:
SP2003002719

Care service number:
CS2003011324

About the service

Bankview Health and Wellbeing Centre (referred to in the report as "the service") is a day service provision for up to 25 older people each day. The service operates 7 days each week from 9am to 5pm. Twenty-three older people (referred to in the report as "clients") attended the day centre on the day of inspection.

The service is owned and managed by Central Care Ltd (referred to in the report as "the provider").

The service is situated on the outskirts of Banknock, a village that is close to the main road links to Glasgow, Edinburgh, Falkirk and Stirling.

The building is on private ground. Accommodation consists of a number of sitting rooms with dining areas, a small kitchen, bathrooms and toilets. There are craft and therapy rooms as well as a selection of small rooms where residents can meet. There is a secure, well maintained garden for client use. There is car parking in front of the building.

The service stated aims include "to provide a high standard of individualised care to all our service users."

During the inspection we saw that clients received support in accordance with the aims of the service.

What people told us

During the inspection we met all 23 clients and spoke individually with ten. We issued ten questionnaires which three clients and five relatives completed and returned to us before the inspection. We spoke with one relative during the inspection.

Everyone we spoke with held the service in high regard. Clients were very complimentary about how skilfully staff supported them and said they were treated in a respectful way that protected their dignity. Relatives said staff were sensitive and caring and were very good at keeping them informed about important matters.

Clients said their views were taken account of and responded to positively. Everyone was very complimentary about the quality of environment and appreciated the comfortable and friendly environment.

From questionnaires we saw that a small number of relatives were not familiar with some aspects of the daily running of the service. For example, if there were personal plans or if these detailed clients' preferences or how clients were supported to share their views of the service.

Some did not know the complaint procedure. The manager will continue to discuss these service aspects to help people become more familiar.

Self assessment

We did not ask the service to submit a self evaluation prior to this inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We saw that clients were skilfully supported by an experienced and very well managed group of staff who had enthusiasm to improve the service where possible.

Clients received very good support to help them enjoy their time at the service. We saw clients receive support in a truly welcoming and friendly environment that was inclusive to everyone.

There were very good opportunities for clients to engage in a wide range of creative and stimulating activities tailored to their individual preferences. We observed and participated in activities that were genuinely enjoyed by everyone. Clients were also very well supported when they wished to spend time quietly on their own and their choices were respected.

Staff made very good efforts to ensure that clients enjoyed their day at the centre and it was very pleasing to see clients have such a happy time.

One of the strengths of this service was that it had a stable staff team and clients and staff knew each other well. As a result clients benefited from being supported by staff who had very good knowledge of their preferences. Staff had developed very good links with local healthcare professionals to maximise clients opportunities to maintain their health.

Clients were very complimentary about the well presented, nutritional meals and how this contributed positively to their diet. Those living alone said they enjoyed not having to cook a meal when they returned home. They enjoyed the social aspects of meals shared with fellow clients and this was an important part of their day.

Everyone was complimentary about how well the service was managed and the receptiveness of the management team. This responsiveness helped create an open culture. The manager worked directly with clients and staff which helped them hear the views of the service and monitor practice. Staff had formal opportunities to reflect on their work practice and practice not in keeping with the ethos of the service was challenged.

What the service could do better

Clients and their families had very good opportunities to share their views of the service and how it could improve. However, the service could be better at formally sharing the outcomes of all surveys with those who participated and the wider public. This would help the service demonstrate how survey outcomes were responded to and how the findings were used to influence service development.

Staff should continue to develop the content of clients' support plans to ensure these were all of the same quality and contained enough detail to enable staff to provide all aspects of clients' support. This would help ensure support was given in a consistent way and in accordance with clients' needs and wishes.

Clients received very good support to manage their medication while at the service. However, staff should be mindful to always date and sign the handwritten narratives on medication administration recording sheets. This would help provide a clearer audit trail of when and who recorded the medication details.

Care should be taken to ensure that all literature, such as the service philosophy, contained information which was clearly about the day service and not the care home service. This would help avoid confusion.

At the time of inspection a temporary manager had recently commenced in post. It was too early to measure the impact of the change although staff told us they had not seen any significant difference. However, as the temporary manager is new to a managerial post we expect appropriate support and development mechanism to be put in place to support them to effectively implement the role and develop the service.

The manager and external manager took a very positive approach to suggestions for improvement and agreed to implement these.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings
26 May 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good

Date	Type	Gradings	
16 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
17 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
27 Jan 2010	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 4 - Good
2 May 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 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.com

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.