

Bankview Health & Wellbeing Centre Support Service

Kilsyth Road
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Type of inspection:
Unannounced

Completed on:
27 January 2023

Service provided by:
Holmes Care Group Scotland Ltd

Service provider number:
SP2020013480

Service no:
CS2020379242

About the service

Bankview Health and Wellbeing Centre was registered with the Care Inspectorate on the 26 August 2020. It is a support service providing care to 25 older people and adults with early on-set dementia at any one time in the Centre base. The service operates from 08:30 to 16:30 Monday through to and inclusive of Saturday.

Bankview Health and Wellbeing Centre (the Centre), is located in the same grounds as Bankview Care Home, but the buildings are separate to each other. Meals and laundry are provided to the Centre from the care home. By arrangement clients can be supported to shower or bathe whilst using the service. There are six communal rooms, of which four are typically used for communal sitting and activities. The Centre has a well-tended private garden area.

The Centre has a mini-bus and people carrier for transporting clients to and from their home and the Centre.

At the time of the inspection approximately 125 people were using the service.

The stated aim of the service is to "enrich the lives of clients through individualised care and support."

About the inspection

This was an unannounced inspection which took place on 25 and 27 January 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 eight people using the service.
- spoke with seven staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People enjoy attending the service.
- People have good relationships with staff at the service
- Staff know people using the service and their needs very well
- People enjoy the activities on offer
- People enjoy the opportunity to socialise outwith their home.

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.

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

1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedures.

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 enjoyed attending the service, which aimed to provide people with options to socialise and to provide them with a variety of meaningful activities which enhanced their quality of life and their wellbeing. The day is loosely structured and people could choose the activities they wanted to take part in. There were several public areas people could elect to spend time in depending on whether they wished to have company or quiet time. It provided a valuable resource for carers by providing them with regular planned respite. During the warmer weather trips outwith the service were arranged. We observed lunch within the service and could see that people enjoyed their meal. Choice was offered with both food and drink. The atmosphere was comfortable and staff and people using the service were familiar and easy with each other. There was a lot of lively conversation. This meant people could choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities, both indoors or outdoors.

People had a care plan which was individual to them and which was reviewed regularly. People's views and wishes were expressed in their care plan. Risk assessments were in place regarding safer people handling, falls and transport in order that people could access the service and benefit from it safely. The service provided transport to people which made the service available to them. People had the option to access hairdressing and bathing whilst there which was nurturing and promoted people's feelings of self worth.

The service had good oversight of people's health needs and the support they required whilst at daycare. This was arranged into clearly stated and achievable outcomes agreed with the person using the service. Alterations were made if people's needs changed. People's needs regarding medication was provided at the level people required it. This meant people's independence was promoted and they were supported to take their medication safely.

The staff team was small which meant that people got to know each other well. Relationships between staff and people attending the service were warm and caring. People liked the staff supporting them. One person told us "I like it because of the people, the staff are all great. There's plenty to do. I would come 5 days if I could. There's nothing I think could be better, I give them 100 out of 100." Staff noticed the things that mattered to people. They paid attention to how people were when they attended including their mood and presentation. Good links were established with external professionals and the service were confident in contacting them if necessary. This meant people's care and support was consistent and stable because people work together well.

The service is fresh and clean. Good cleaning protocols were in place to prevent the spread of infection and a record was kept of these. Alcohol rub was available throughout the service and we saw people being supported to use it. Staff have been trained in infection prevention and control and recently had refresher training. This training was not solely related to Covid-19 but made clear the importance of cough etiquette and PPE. PPE was widely available and staff were seen to wear it appropriately. Staff were reminded regularly to continue to be aware of infection prevention and control and to follow Covid-19 procedures and Public Health Scotland guidance.

How good is our leadership?

5 - Very Good

We evaluated this key question as good, where there were important strengths in supporting positive outcomes for people with some areas for improvement.

2.2 Quality assurance and improvement is led well

The service sought the views of people using the service and those important to them regularly both formally and informally. These views were used to plan activities that people would enjoy and how they would like to use the service. They also contributed to the way the service aimed to improve and develop via their improvement plan.

Everybody using the service had a care plan which made clear the outcomes they wished to achieve by using the service. They were relevant and current. They were reviewed regularly in partnership with the person and other relevant individuals in order to ensure things were working well for people and that the service was meeting their identified needs as agreed. The service audited care plans regularly to ensure they were correct and to ensure consistency of standard across the service.

Staff enjoyed working for the service and told us they were well supported at work. The staff team was small and people knew each other well which aided good communication. Flash meetings were held each morning which ensured staff were updated regarding pertinent information involving people using the service. Staff had access to regular training which was consolidated through good supervision and oversight of staff performance. The service followed Safer Recruitment guidance and the manager had good oversight of Scottish Social Services Council (SSSC) registration of staff. This meant people using the service could have confidence in people because they are trained, competent and skilled.

There was a range of risk assessments associated with the service which promoted the safety and wellbeing of people using it and also the staff team. The service kept a record of any accidents and incidents which had occurred. The service had an inhouse quality assurance programme which meant the service had a good purview of its strengths and any areas they wished to improve. People's experience of using the service was at the heart of these processes.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	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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