

Bankview Health & Wellbeing Centre Support Service

Kilsyth Road
Bonnybridge
FK4 1TD

Telephone: 01324 841 831

Type of inspection:
Unannounced

Completed on:
19 March 2025

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 six days a week from Monday to 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 its own transport for transporting clients to and from their home and the Centre.

At the time of the inspection approximately 67 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 18 and 19 March 2025. 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 11 people using the service.
- spoke with seven staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People liked going to the service very much
- People liked the staff who were supporting them
- People enjoyed the company at the service
- The service was a good support for carers and helped to alleviate carer stress
- Staff got to know people and understood their needs very well
- People told us the service was well managed and that the manager was very alert to the needs of people using the service.

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 staff team?	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 the following quality indicator:

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

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 received a service which was in line with the Health and Social Care Standards. When people arrived at the centre they were warmly welcomed and made comfortable with a hot drink and some toast. Staff had time to spend with people and this meant they got to know them and what they needed well. One person told us "The staff are always very helpful and friendly and nothing is a problem to them." This meant that people experienced warmth, kindness and compassion in how they were supported and cared for.

People enjoyed warm and friendly relationships and conversations with staff and other people attending. One person told us "My mother started attending Bankview Day Care a year ago and has come on leaps and bounds since then. They have given Mum her spark back, she looks forward to attending twice a week due to the staff being so friendly and attentive. My Mum is incontinent and this is dealt with respectfully and also discreetly as Mum has had a couple of accidents and no one else using the service has been aware of this. Mum plays games, sings, does exercises and chats to the other service users. The coordinator always keeps in touch regarding any issues or concerns, the other staff are amazing too. I cannot recommend this service highly enough."

The service sought people's opinions regarding the time they spent at the service including how people got to and from the service, the activities they liked to do when they were there and the food they liked to eat. Activities tied in with cultural events, keeping people connected. Staff placed a high level of importance on people's experience and enjoyment whilst they were there. They checked regularly with people that things continued to work well for them. One person told us "I enjoy my time at Bankview staff are lovely and helpful" whilst another said "Can't ask for a better place for my mum to go."

Care Plans were well laid out. The service assessed the support people might need at the centre to make sure things were right for them when they were there. This included any assistance required with moving around safely, with encouraging people to eat and drink well, with supporting people with continence needs, bathing and laundry amongst other things with associated benefits for their health wellbeing. Some people needed more support, in different ways, than others and this was reflected in their care plan. People's daily routines and life at home were taken into account.

Care reviews were taking place in good time. They focused on the effectiveness of the current support plan and whether there had been any significant changes or events since the last review. The views of all concerned were sought and recorded as part of this process. If people required more support which was outwith the remit of the service they contacted the appropriate people. They had well established links with other professionals in the area. One external professional told us "All staff are very kind, caring, compassionate and experienced. Each of my clients who attend this service, speak very highly of their time spent at day care, as do their family's."

Staff always react promptly and efficiently to any concerns that may arise regarding service users, their liaison with social work and the allocated worker is always done so effectively" whilst another said "Staff respond well to changes in service users' wellbeing needs and communicate challenges or areas that need additional input timely. Staff team is open to changes of approach and willing to try different techniques to meet changes in service users' needs. The manager is always very efficient, compassionate and will go to extra lengths to ensure each clients time at day care is an enjoyable one. She is always very accommodating to each individuals' needs." This meant people using the service could have confidence in the service because staff were trained, competent and skilled, were able to reflect on their practice and follow their professional and organisational codes.

How good is our staff team?

5 - Very Good

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

Quality Indicator 3.3: Staffing arrangements are right and staff work well together

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.

People liked working for the service. There was a very low turnover of staffing within the service. Many members of staff had been working in the service for many years. The manager recognised the importance of good relationships thereby fostering a culture of good teamwork and communication. People told us that staff worked well as a team and enjoyed getting to know and spend time with the people using the service.

People using the service spoke positively about the staff. They felt that communication was good and the service listened to them. People were encouraged to give feedback regarding how they experienced their service and the service used this information to plan activities, food and outings based on what people told them they would like. People knew the staff and were easy and relaxed in their company. One person told us "Cannot fault them, they are very good, all of them. Staff are excellent. I really enjoy coming here and having the company, that's the important thing doesn't really matter what we actually do, it's about the craic." Keyworkers summarised people's experience every few weeks ensuring their current support remained current and relevant.

Staff were recruited in line with best practice guidance. An induction programme was in place which supported staff into their role. Staff felt this gave them the relevant knowledge and support they required to work effectively with people using the service. This could be better recorded and this was discussed with the manager at feedback. However the service is premises based and new staff were working alongside long standing members of staff giving them a lot of opportunity to develop whilst working. The manager was very visible within the service working alongside staff, meaning she was very accessible to staff and had very good daily oversight of the service including those working within it and those attending it.

Regular team meetings were held. Staff received supervision quarterly which meant that management regularly checked staff were working within the Health and Social Care Standards, that they had formed good working relationships with the people they were supporting, that they were effectively following the person's individual care plan and raising any issues or changes that required to be addressed.

A good programme of ongoing training was available for staff including regular refreshers of mandatory training. This meant that people's care and support was consistent and stable 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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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.