



# Inspection Report on

**Bankhouse Care Home**

**Bank House Nursing Home  
Llangynidr Road  
Beaufort  
Ebbw Vale  
NP23 5EY**

## **Date Inspection Completed**

23 November 2022

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## About Bankhouse Care Home

Type of care provided	Care Home Service Adults With Nursing
Registered Provider	Bankhouse Care Ltd
Registered places	54
Language of the service	English
Previous Care Inspectorate Wales inspection	<a href="#">24 November 2020</a>
Does this service provide the Welsh Language active offer?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

### Summary

People are happy with the care and support they receive from trained care workers. They live in a warm, pleasant environment. Care staff are respectful and caring. A variety of one-to-one and group activities are available which enhance people's well-being. People are supported to keep in contact with family and friends in a variety of ways. The service has an ongoing programme of maintenance and refurbishment. The service provider seeks people's views and strives to make ongoing improvements at the service.

## Well-being

The service understands the importance of enhancing people's feelings of well-being. People can spend time doing things that matter to them and that they enjoy. Care staff build good relationships with people by spending purposeful one-to-one time with them, seeking their views and preferences on an ongoing basis. Staff understand people's preferences and how they want their support to be provided. This helps staff to anticipate people's needs where verbal communication difficulties are present. People can choose what to do and where they spend their time. Restrictions to visiting arrangements put in place during the corona virus pandemic to help keep people safe are no longer required. We saw visits from relatives and friends take place freely and this helps to support people's feelings of well-being.

People are supported to remain as healthy as possible. Care staff ensure people eat and drink well by offering choice and helping people if they need assistance. Stimulating activities and good relationships with care staff help to support people's well-being. People have access to equipment to keep themselves occupied. Routine monitoring by health and social care professionals takes place, and the service is pro-active when an individual's needs change.

People are protected from abuse and neglect as care staff know what to look out for and how to raise concerns if they suspect someone's well-being is compromised. Staff are trained in safeguarding and have clear policies and procedures to guide them. Well-established protocols protect people from having their freedom restricted unnecessarily, and detailed risk management plans help to keep people safe and as independent as possible.

People live in a pleasant environment. The home is warm and comfortable and bedrooms reflect individuality. The garden is attractive and a safe space to support people to spend time outdoors.

## Care and Support

People's needs are appropriately identified and assessed prior to people moving in. This ensures people's needs can be appropriately met and is in keeping with information contained within the statement of purpose (SOP). This is a document which provides information about how the service operates and what people can expect from the service. Comprehensive and detailed personal plans are available and reflect information gathered with people, their relatives and health and social care professionals. Personal plans include records of the support people require, their wishes and preferences and the outcomes people wish to achieve. Comprehensive risk assessments are compiled which identify risk and record ways to mitigate risk. Care workers are supported to understand how to meet people's needs and are aware of the outcomes people wish to achieve because of the quality of information contained within personal plans.

People receive good levels of care provided by care workers who they have developed relationships with. Care staff are attentive, caring and kind. They are knowledgeable about the people they support. Care staff have a clear understanding of people's needs and how they like their care to be provided. People have choices, including input into the activities available, menu options and daily routines. People spoke positively about living at the service and we saw interaction between people living at the service and care workers is relaxed and happy. Relatives said *"care workers are lovely and the communication is excellent."*

People receive support as documented in their personal plans and care staff record the care and support provided. For people who require it this includes recording their daily food and drink intake. People's weight is monitored at the required intervals and documentation available shows referrals to other health and social care professionals are in place for those who require it. Reviews are completed by qualified staff at monthly intervals and changes result in personal plans being promptly updated. Increased consideration of recording the views of people living at the service during reviews is required. The information recorded by staff at the home is shared with external professionals when required. We saw referrals to other health and social care professionals such as GPs and mental health support services are made.

There are effective systems in place for the management of medication. Room and fridge temperatures are recorded routinely and clearly documented. Regular medication audits which are comprehensive and detailed are compiled and the service demonstrates appropriate oversight of medication. Medication administration records (MAR) are in place and staff record when medication is provided. People receive their medication as prescribed and staff receive appropriate training.

People can participate in activities which bring them joy and enhance their well-being. There is a small consistent team of activity staff employed at the service. We saw activities

taking place during our inspection. Most people spoke favourably about the range of activities. Records show people are consulted about the range of activities available. We also saw a comprehensive schedule of events which are planned to take place throughout December. Written records show people have regular access to both group and one-to-one activities.

## Environment

People live in a pleasant environment which is suitable to meet their needs. The entrance to the home is welcoming and secure. Identity checks take place prior to admittance being authorised. Communal areas and bedrooms are attractively decorated and bedrooms reflect people's tastes and interests. The layout of the home, together with the provision of aids and adaptations, helps to promote independence and safety. There are maintenance plans to support the ongoing refurbishment of the home including areas which are more frequently used. Repainting of individual rooms is completed at times which ensure minimal disruption for the people living there. Previous extensive work has been completed on the garden area which has benefitted from being attractively landscaped. It is a safe space for people to enjoy spending time outdoors, as weather permits. Since the last inspection a new lift has been installed and the sensory room on the first floor has been re-purposed. People enjoy unrestricted visits from their family and friends.

Appropriate oversight is in place to ensure risk to people's health and safety is identified and mitigated. Call-bells are available which support people to alert care workers when assistance is required and appropriate systems are in place to ensure the call-bell system operates effectively. Records show the maintenance team ensure routine checks are carried out around the home to identify and address issues promptly. Regular checks in regard to gas, electricity and fire safety take place.

The service is aware of the importance of effective infection control practices and ensures these are in place. A domestic cleaning team are employed to ensure all areas of the home are cleansed and written records demonstrate where deep cleaning has taken place.

## Leadership and Management

There are robust staff recruitment systems in place which ensure people are supported by staff who are trained, feel supported and developed within their roles. Records demonstrate the provider carries out the necessary checks when recruiting staff. Disclosure and Barring Service checks (DBS) are in place prior to commencing employment and these are updated at the required frequency. There is an appropriate induction for new staff in line with Social Care Wales's requirements and staff are supported to register with Social Care Wales (SCW). Staff receive training relevant to their roles in core subjects as recorded in the SOP. Refresher training is available at regular intervals. We saw appropriate systems are in place to ensure the supervision and development of staff is in place. Staff spoke positively about their employment including the training and supervision they receive. Records confirm regular meetings including one-to-one supervision meetings take place. Annual appraisals take place each year.

People are supported to have as much choice and control as possible and are provided with information about the service, which enables them to choose where they wish to live. There is a written guide which gives people who live at the service, their relatives and others, important information about the service. There is a up-to-date SOP available which describes how the service is provided. Information contained in the SOP accurately reflects the service available to people.

The provider seeks regular feedback from people living at the service and their relatives, ensuring they are happy with the quality of care and support provided. There is clear commitment to the ongoing development and improvement of the service. The provider visits regularly to oversee progress and developments, to complete checks and to meet with people who live there and with staff. Feedback received helps to inform the ongoing development and improvement of the service.



Summary of Non-Compliance	
Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement		
Regulation	Summary	Status

N/A	No non-compliance of this type was identified at this inspection	N/A
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