



Inspection Report on

Bankhouse Care Home

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

Date Inspection Completed

30/04/2024

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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	22 nd and 24 th February 2024
Does this service promote Welsh language and culture?	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

Improved care standards and more effective governance arrangements have impacted positively on people's overall well-being. People are treated in a more dignified and respectful way. Increased staffing numbers mean people receive care and support in a timely manner. Improved personal plans outline what people need to keep them safe and healthy. Inconsistent care recording indicate people may not always receive care and support in-line with these needs.

Improved quality assurance processes have provided the Responsible Individual (RI) with better oversight of the service. The RI undertakes their role in a more diligent manner and acted promptly on concerns identified at our previous inspection. They continue to take improvement action needed to improve the service further. A new manager has provided the service with stability. Care workers are better supported and are provided with plentiful development and training opportunities so they can undertake their role safely and effectively.

The service provider does not always operate a culture of honesty and candour. Findings identified at our previous inspection were not shared in an open manner with people and their relatives.

Well-being

Significant improvements have been made throughout the service which have impacted people's well-being positively. Standards of care delivery have improved, and people are mostly treated with dignity and respect by a familiar staff team. Care workers are proactive and interact with people in a meaningful way. Tactile support is used to comfort people. Increased staffing numbers mean care workers have more time to spend with people. This is especially pertinent at mealtimes where there are now sufficient care workers to assist people, including people nursed in bed. Mealtimes are a positive experience and offer people a chance to socialise.

People have more control over their day-to-day lives. People's autonomy is promoted via updated and comprehensive personal plans which are outcome focused. People are invited to partake in a wide range of communal activities aimed at increasing stimulation and improving well-being. A bar area acts as a communal hub where people can spend time socialising and engaging in activities. People enjoyed watching a singer who attended the service at the time of our inspection. Care workers mostly respond to people's calls for assistance promptly. People's capacity to use a nurse call bell has been assessed, and those able to use one have it within reach. Capacity assessments should be more robust and clearly outline how decisions about that person's capacity was reached.

A more robust approach to safeguarding helps to keep people safe. Safeguarding protocols are followed, and records of safeguarding incidents are well maintained. Care workers are recruited in a safe manner. An improved staff training programme means care workers are undergoing rigorous training to ensure they are suitably equipped to undertake their roles safely. Care workers we spoke knew how to report a safeguarding concern. However, care and support is not always delivered in-line with people's individual needs to keep them as safe and healthy as possible.

Care and Support

The service provider has improved processes that impact the quality of care and support delivered to people. Increased staffing numbers mean people can receive support in a timely manner. The introduction of a new 'hostess' care worker role means people always have access to fresh fluids. Care workers mostly treat people with dignity and respect and take the time to have meaningful interactions with them. Care delivery is not rushed, and manual handling practices have improved. A more positive and dignified staffing culture has impacted people's well-being in a positive way. People offered encouraging feedback about the service provided. One person described the service as '*very good.*'

People's personal plans have been reviewed extensively since our previous inspection. Personal plans are comprehensive and up to date, meaning care workers have accurate information to help them deliver safe and effective care. Personal plans are well-being focused and include meaningful outcomes for people. Health and emotional needs are fully outlined to help people achieve mental and physical well-being. Risk assessments are more robust which helps mitigate risks to people. Professional input is sought promptly for people who need additional clinical support to help them achieve well-being. All personal plans have been transferred to an electronic care planning system which records care delivery in real-time. It is hoped that people's relatives will have access to the electronic system in the coming months so they can monitor care delivery and have access to their loved one's personal plans.

The electronic system allows the RI and manager to have better oversight of care delivery. Care delivery is not consistently recorded in-line with people's individual needs outlined in their personal plans. Care records we reviewed at the time of our inspection were unclear and inconsistent, meaning we could not be assured people were receiving the correct care to keep them as safe and healthy as possible. This includes people who need support with re-positioning, fluid intake, and oral hygiene. We acknowledge the new electronic recording system is taking time to be fully implemented and this may have contributed to the high volume of gaps we observed. However, misleading and inaccurate information may lead to people receiving inappropriate or unnecessary care.

Whilst many aspects of care and support have improved, inconsistent care recording put people's health and well-being at immediate risk, and we have therefore extended the existing priority action notice. The provider must take immediate action to address this issue.

Environment

We did not consider this theme in full but note improvements have been made to the internal environment to make the service more homely and welcoming. A robust cleaning schedule means the service is clean and free from malodours. Domestic staff members observe good infection prevention control standards to reduce the risk of infection. We did not identify any risks to people's health and safety at the time of our inspection. Fire safety measures are more robust. Every person has an up-to-date Personal Emergency Evacuation Plan (PEEP) outlining the support they need in the event of an emergency evacuation.

Leadership and Management

People are provided with accurate information about the service. The Statement of Purpose (SOP) has been updated to reflect the service provided and changes made since our previous inspection. Significant improvement action has been taken in this area, which has helped embed a culture which is working towards providing the best possible outcomes for people. More robust governance arrangements support a smoother and more effectively run service, resulting in better quality care and support for people.

Increased staffing numbers mean there are sufficient care workers available to support people in a timely way. Care workers are mostly safely recruited and undergo a better induction programme to ensure they are equipped for their role. An improved staff training programme mean care workers are more suitably trained to meet individual care and support needs of people. Care workers are better supported. Regular supervision provides opportunity to discuss any concerns and identify professional development needs. Care workers offered us positive feedback about changes made to the service since our previous inspection. One care worker said they have '*Seen clear improvements*' which have '*Had a positive impact on people.*' Most care workers we spoke with told us increased staffing numbers mean they have more time to spend with people, which has improved their wellbeing.

The RI's oversight of the service has improved. Enhanced quality and audit systems allow them to monitor progress and development of the service. The RI seeks feedback from people, their relatives, and care workers, and this is captured in improved Regulation 73 visit reports. Feedback and audit findings help develop improvement plans which are used to improve the service provided. A new manager has provided stability to the service and has introduced significant improvement changes. This includes a more robust approach to safeguarding arrangements, meaning people are safer. Care workers and people's relatives told us the new manager is approachable and acts on concerns raised.

The service provider does not always operate a culture of honesty and candour. Findings from our last inspection were not conveyed to people and their relatives in an open way, particularly those of a safeguarding nature. The service provider has a duty to engage with people and their representatives when things go wrong. Whilst no immediate action is required, this is an area for improvement, and we expect the provider to take action.

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
21	The service provider does not have safe and effective standards of care and support which protects, promotes, and maintains the safety and wellbeing of people receiving a service.	Not Achieved
6	The service provider does not have effective governance processes in place to ensure people are provided with sufficient care by staff who have the correct competence, experience, and skills.	Achieved
26	The service provider has not ensured people are safe and protected from abuse, neglect, and improper treatment.	Achieved
80	The Responsible Individual (RI) does not have suitable arrangements in place to establish and maintain a system for monitoring, reviewing, and improving the quality of care and support provided by	Achieved

	the service.	
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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
13	The service provider has not acted in an open and transparent way with individuals and their representatives when things have gone wrong.	New
57	The service provider has not managed and reduced health and safety risks as far as reasonably practicable to keep people safe.	Achieved

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