

Bankfoot House Care Home Service

Beechgrove
14 Well Street
Moffat
DG10 9RS

Telephone: 01683 220073

Type of inspection: Unannounced
Inspection completed on: 18 October 2017

Service provided by:
Bankfoot House (Moffat) Ltd

Service provider number:
SP2003002525

Care service number:
CS2003010779

About the service

Bankfoot care home is situated in the town of Moffat within Dumfries and Galloway. The property is a converted and extended house over two floors, situated within accessible, well maintained gardens. The care home is situated a short distance from the main shopping town of Moffat, an attractive tourist area with a variety of independent shops, tea rooms and cafes. This allows residents and families easy access to local facilities.

Internally, the care home has 19 single bedrooms, 17 of which have en-suite facilities and one double bedroom with en-suite. There are spacious communal areas throughout the building, including a large dining/lounge room with plenty of natural light from large bay windows with views across the Dumfriesshire countryside. The layout of the building gives staff and residents a degree of flexibility for activities, quiet times and social gatherings.

The provider is currently investing in the development of the home by adding an extension that will increase the capacity of the home with another six individual bedrooms with en-suite toilet and shower facilities. There is a building programme in place and the plan is to have this completed by end of January 2018. The provider has engaged with the Care Inspectorate registration department in relation to these developments.

The care provider of Bankfoot House is Bankfoot House (Moffat) Ltd, which is a 'not for profit' organisation. The management of the care home is undertaken by a board of voluntary directors. There have been a number of recent changes to the individuals on the board of management.

The aims and objectives of Bankfoot House state:

"The overall aim of the home is to provide a happy, safe, comfortable and secure environment for those elderly people unable to continue living in their own homes".

What people told us

We did not receive any returned questionnaires from residents of the care home so we spoke to 12 individuals during our various visits. We sat down to lunch and discussed with a group of residents how satisfied they were with the standards of care and support provided within the care home. People commented on the quality of the staff describing them as lovely, very nice and helpful.

We received 5 completed care service questionnaires from relatives. When we asked them the question if they were overall satisfied with the quality of the service provided at Bankfoot care home. Two strongly agreed and three agreed they were overall happy with the quality of care and support provided within the service.

We spoke to four relatives during our visits and they all of them strongly agreed they were overall happy with the quality and standard of care and support provided at Bankfoot.

The overall feedback about the quality of the care and support provided by the staff team at Bankfoot care home was very positive. We also recognise the very good management in place dealing with the daily running of the care home. Residents and relatives knew the manager and were pleased with the way the manager ran the home. The staff team was also very positive and this was evident in the manner of the interactions we observed and the comments people provided to us during our visits. There was a very good standard of professionalism and competence in operation within Bankfoot.

Self assessment

We did not request a self-assessment for this inspection. We discussed with the manager the need for the service provider to produce their own development plan with objectives and evaluation of the outcomes of these objectives. We noted that the provider is in the process of expanding the building of the care home by adding a small extension to increase by six beds. This would be an appropriate time for this provider to set out the revised aims and objectives of the care home and how this will be monitored and evaluated. Including demonstrating how they have involved residents, relatives and staff in this process.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

What the service does well

The manager and staff team at Bankfoot care home continue to provide an overall very good standard of care and support to the residents who live there. There is always a warm and friendly welcome for visitors. The residents we spoke to during our visits said the staff looked after them well. They also commented on the quality and standard of the meals on offer and people had the option of eating at the large dining table or as some chose in their own bedrooms.

There is a stable and consistent level of management support within the care home and the manager provides a professional role model to the staff team. This is evident in the feedback we received from residents, relatives and staff including the information and evidence we reviewed during our inspection visits. The manager and staff team at Bankfoot provide a very good person focused standard of care and people we spoke to and from the evidence we reviewed and gathered during our inspection confirmed this.

Care and support plans that we looked at included good health assessments, identifying people's needs and subsequent clearly written explanations of the care and support each person required. Residents and relatives were involved in this process and these needs were reviewed regularly and evaluated by the staff team. From the files and other documentation we saw that, there was good levels of engagement with local health care professionals and staff demonstrated their knowledge and understanding of when to access health care professionals including responding to and implementing any care interventions. Medication administration systems are in place and sufficient for purpose. We discussed with the manager some additional information relating to as required medications that would enhance the documentation.

The manager ensures a robust and safe recruitment system is in operation at all times within the care home. This includes all appropriate safer recruitment procedures and best practice guidelines are fully implemented prior to any member of staff starting work. We spoke to relatively new members of staff who described a supportive and helpful system of induction. We saw that the manager was positive in promoting the development and training of the staff team and was keen to investigate and source appropriate training for her staff. We noted that staff meetings were infrequent, however as a relatively small service this was not deemed to be of concern. We saw plenty of evidence to support good communication between all members of the staff team in working together for the benefit of the residents.

What the service could do better

There is currently an extension building programme on going, that will increase the home's capacity, by another six individual bedrooms, each with en-suite and shower facilities. Whilst this programme is underway there is some impact on the external and internal care home environment. The provider needs to ensure that all measures are taken to limit the disruption to residents during this building programme.

During the inspection, we noted that there had been some changes to the bedroom numbers which created confusion as these did not correspond to the fire panel or the call alert system. Although the staff team had implemented some procedures to address this and the provider has agreed to a replacement system. We were concerned that such an important issue could have had serious consequences and would advise the provider to ensure they are fully aware of potential risks prior to implementing such changes. (See Recommendation 1)

We reviewed the medication administration systems and discussed with the manager some additional information that would further enhance the documentation. We also spoke to the manager with regards to some changes to the layout of the care and support plans, although the content continues to be very good. The manager was receptive and welcoming of advice and discussion around ways to help improve and continue to maintain the very good grades the service has achieved to date.

The staff meetings tend to be infrequent, however as a small close knit service there is good communication between management and the staff team. The manager will continue to review this and ensure that all staff feel able to contribute to the overall running of the care home. This includes how the board of management as a provider involve the staff team in their decision making procedures.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We would advise the provider to ensure that any changes made within the care home environment are carefully considered prior to implementation. This requires that appropriate risk assessments are fully completed and individuals are fully conversant with the potential consequences of the implementation of changes within the care home environment. The provider should also be able to demonstrate how they have involved residents, relatives, management and staff in this process. Including appropriate notifications to the regulatory authorities.

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	
28 Sep 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Jun 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
25 Jun 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 May 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
16 Mar 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Oct 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
4 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
23 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
12 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
18 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good

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