



Bankhouse Care Home



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



01495304325




bankhousecare.com


The inspection visit took place on 16/02/2026

Service Information:

Operated by:	Bankhouse Care Ltd
Care Type:	Care Home Service Adults With Nursing
Provision for:	Care home for adults - with nursing, Care home for adults - with personal care, Provision for learning disability, Provision for mental health
Registered places:	54
Main language(s):	English
Promotion of Welsh language and culture:	The provider makes an effort to promote the use of the Welsh language and culture or is working towards a bilingual service.

Ratings:

 Well-being **Good**

 Care & Support **Good**

 Environment **Good**

 Leadership & Management **Good**

Summary:

Bankhouse is a nursing home in Blaenau Gwent that supports people with mixed care and nursing needs. Since our previous inspection, the service has made significant and meaningful improvements that have strengthened daily practice and enhanced outcomes for people. A more stable and confident leadership team now guides the service, and staff and people alike benefit from better morale and improved continuity of care. Care planning processes and safeguarding arrangements are stronger. Governance and quality assurance systems are more robust. These developments reflect the hard work and commitment of the service provider, responsible individual (RI), leadership team and staff, and we recognise the considerable effort taken to embed positive change.

As a result of these improvements, we have removed the two previously issued priority action notices. We have identified one additional area for improvement, relating to the provider's responsibility to further embed and develop the progress already made. This reflects the importance of sustaining improvements so that good practice becomes fully established across all aspects of service delivery. We have awarded a rating of 'Good' across all four inspection themes, recognising the clear progress made since our last visit.

Findings:



Well-being

Good

Significant improvements since our last inspection have had a positive and tangible impact on people's emotional and physical well-being. Better staffing arrangements, stronger care planning, more timely clinical input and more robust safeguarding practices have collectively contributed to a much-improved standard of daily care. As a result, people now generally live healthier and safer lives with greater control over the things that matter to them. People are listened to, and care is shaped by staff who now have a clearer and more confident understanding of people's needs, wishes and preferences. Personal plans outline key and specialist needs more accurately and are usually updated when changes occur, enabling staff to adapt care in ways that support better outcomes for people. The provider has given assurance that developing richer, more person-centred wellbeing outcomes will remain a priority moving forward.

Choice and autonomy feature more strongly in daily life. People are offered better choice in how they spend their day and have greater access to meaningful activities. Activities provision has been an area of notable improvement. Activities coordinators now deliver a varied schedule that includes visiting entertainers, one-to-one sessions and communal games, ensuring people have opportunities to participate in ways that suit them. Everyone is encouraged to join in, and we observed positive effects on people's mood, motivation and social interaction. Communication needs are met well. We saw staff use alternative communication methods to ensure people could understand information and express themselves. Documentation is available in Welsh on request, demonstrating early progress towards meeting the Welsh Language Offer.

People are supported to cultivate safe, healthy and valued relationships. The service operates an open-door approach to visitors, and we observed a high number of relatives and friends spending time with people throughout the inspection. Everyone we spoke to gave positive feedback about the quality of care and the communication they receive from staff and managers. While community links still need development, leaders are aware of the importance of this work in strengthening people's community presence and sense of belonging. We observed warm social interaction and clear friendships, showing that people feel comfortable, connected and able to build supportive relationships with those around them.

Overall, the progress made has brought about a meaningful uplift in people's day-to-day experiences. People appear happier, better connected and more able to enjoy the things that matter to them, reflecting a clear improvement in well-being



People now receive a better standard of care and support that reflects their wishes, risks and specialist needs. Provider assessments are more robust, and personal plans are completed in a timely and structured way, ensuring the service can confidently meet people's needs from the point of admission. The quality of personal plans has strengthened; key needs are clearly outlined, and plans are generally updated when changes occur. Leaders have assured us that the next stage of development will include a deeper focus on personalised wellbeing outcomes, ensuring planning goes further in capturing what truly matters to each person. Clinical support is now delivered in a more timely manner. Staff refer people for care and treatment promptly, and clearer clinical monitoring has resulted in better oversight of nutritional needs and health changes.

Most people experience dignified and respectful care, supported by meaningful interactions with staff. Our observations showed mostly warm and skilled practice. We saw staff position themselves at people's level to communicate, use gentle tactile prompts and employ humour that uplifted people's mood. Staff demonstrated a strong understanding of people's triggers and responded confidently to de-escalate emerging behaviours that may challenge. People benefited from these calm and familiar responses. We did, however, observe delays in responding to call bells, which resulted in people waiting longer than appropriate for support. The provider gave assurance this will be addressed through reflective discussions and reinforcement of expectations around timely care.

Safeguarding arrangements have significantly improved. People are now safer and better protected from abuse and neglect. Staff address identified risks promptly, and the service has established a more transparent and constructive relationship with the local authority safeguarding team. Safeguarding referrals are generally submitted in line with All Wales Safeguarding Procedures, and staff understand their responsibilities in relation to this. People's rights and liberty are protected appropriately, and improved mental capacity assessments provide clearer consideration of people's decision-making abilities. Leaders have committed to strengthening involvement from representatives in future assessments and best-interest decisions.

Medication systems now operate more safely. People typically receive medication as prescribed, and staff store, administer and audit medicines in line with best practice procedures. Regular audits help leaders identify any issues and make improvements quickly.

People's risk of infection is minimised through consistently good hygiene practices. The home is clean and hygienic, supported by robust cleaning schedules and well-organised domestic routines. Staff use personal protective equipment appropriately, and clinical waste systems are managed safely, contributing to a safer environment for everyone.



Environment

Good

People live in an environment that supports them to achieve their well-being outcomes. The accommodation meets people's needs and includes a good range of specialist equipment that helps promote dignity, comfort and independence. The building feels warm, well-lit and homely, and staff maintain privacy and dignity through the thoughtful design and layout of spaces. People have access to several communal areas used for social, recreational and therapeutic activities, and the conservatory offers a calm, neutral space for quieter conversations or small-group engagement. People's bedrooms are well-sized, welcoming and personalised with artwork, photographs and individually chosen furnishings, reflecting people's identities and preferences. Bathroom areas are clean and accessible, and dining rooms are attractively prepared for mealtimes with menus clearly displayed to support choice. The mealtime experience has continued to improve, and leaders have committed to further work to make mealtimes an even more social and positive part of people's day.

Outdoor spaces are maintained to a good standard. The garden is used frequently during the warmer months, and plans are already in place to enhance the outdoor environment further. These improvements will support more meaningful activity and outdoor enjoyment throughout the year. Some areas of the home now require redecoration; the provider has assured us this is planned as part of ongoing maintenance and environmental improvement.

A dedicated maintenance technician oversees day-to-day health and safety work, ensuring the building remains safe and compliant. The service meets current legislation and national guidance, and essential inspections and safety checks are carried out within expected timescales. The provider has recently made significant improvements to its food hygiene standards resulting in an improvement in their rating, demonstrating a clear commitment to safe catering and strong infection prevention practices. Regular fire alarm testing and other internal checks further strengthen environmental safety. The provider has also implemented a more streamlined and structured approach to health and safety monitoring, which has improved the timeliness and reliability of routine checks.

Security arrangements safeguard people without limiting their rights or movement within the home. Overall, the environment provides a safe, comfortable and supportive setting that enables people to maintain their independence, express their individuality and enjoy a good quality of life.



Leadership & Management

Good

The service provider has significantly strengthened its organisational arrangements, governance and oversight, leading to smoother operations and better-quality care. These improvements have had a clear and positive impact on people's quality of life and overall wellbeing. Policies and procedures are proportionate, purposeful and reflective of good practice, helping staff deliver consistent and safe care. Since our previous inspection, leaders have introduced stronger quality-monitoring systems, including regular audits across key areas of service delivery. These audits are now undertaken in a more robust and systematic way, giving managers clearer oversight of what is going well and what needs attention. Any required actions are usually identified and implemented, supporting ongoing improvement. However, the absence of routinely recorded action taken and lessons learned limits the RI's ability to track progress over time and draw reliable trends to inform future planning.

The service provider has also strengthened its working relationships with external professionals and regulatory bodies, including Care Inspectorate Wales. Notifiable incidents are now reported more promptly and appropriately, supporting better regulatory oversight and transparency. Safeguarding procedures have improved and people are now better protected from harm. The provider encourages feedback from people, relatives, staff and professionals, and acts on the information received. The QR code feedback system displayed around the home offers an accessible way for people to share their experiences. Staff are also encouraged to raise concerns during supervision, helping to maintain a culture where issues can be discussed openly.

The RI maintains a regular presence at the home and carries out regulatory duties in a meaningful and thorough way. Their reports are transparent and accurately reflect the service's strengths and areas for development. Improved quality assurance systems will enhance this oversight further. The RI has given assurance that they are committed to strengthening the service's approach to duty of candour and understand the importance of open communication with people and their relatives when things go wrong.

People are mostly supported by staff with the skills and experience needed to meet their care and support needs. Recruitment processes are improving, and staff have completed the required checks before starting employment. Some staff are not correctly registered with Social Care Wales, but the provider has committed to rectifying this promptly. Staff benefit from a structured induction and increasingly meaningful supervision, with most staff up to date at the time of inspection. Mandatory training compliance is strong, although specialist training requires improvement to ensure staff can confidently support people with more complex needs.

Due to issues identified around quality assurance and staffing, we have issued an area for improvement. Although the service needs to strengthen its quality assurance processes, the

shortfalls identified did not directly affect people's well-being or the outcomes they experienced. People continued to receive a good standard of care and support. Therefore, the overall rating for this theme remains good. The service provider and RI understand the importance of acting on these matters promptly and remain committed to continued improvement. We look forward to maintaining a positive and transparent relationship with the service provider and to reviewing further developments at our next inspection.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

The table(s) below show the area(s) for priority action and/or those for improvement we have identified.

Summary of Areas for Improvement	Date identified
The provider should fully embed existing systems, along with any additional processes required, to ensure people remain consistently safe. Quality assurance arrangements require strengthening, personal plans need further development, and staff training and registration compliance should improve. We recognise the significant progress made since the previous inspection and note the already implemented systems represent a positive foundation on which further progress can be built.	16/02/26

CIW has not issued any Priority action notices following this inspection.

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