Ben View Community Bathing Service
Support Service

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Type of inspection:
Unannounced

Completed on:
10 November 2026

Service provided by:
Ben View Resource Centre

Service provider number:
SP2008009903

Service no:
CS2008179974

About the service

Ben View Community Bathing Service provides a bathing and showering service to adults within their own homes in the Dumbarton and Vale of Leven areas. The company office is located within Ben View Resource Centre in Dumbarton.

The service's stated aim is to 'offer a tailored bathing service to meet the personal needs of clients'. At the time of the inspection, 33 people were using the service.

About the inspection

This was an unannounced inspection that took place on 9 and 10 November 2026. One inspector carried out the inspection.

To prepare for the inspection, we reviewed service information. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations, and no new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, and planned care/support.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing and rights. We knew this because we:

- spoke with three people using the service
- received feedback from three relatives, the manager and four staff
- sampled relevant documents.

Key messages

Legal assurances
The service was operating legally and had the appropriate insurance in place. The provider's policies and procedures gave good guidance to the staff team to keep people safe and protected from harm.

Wellbeing
The choices and preferences of people were supported by staff who were familiar with individuals' needs. People we spoke with said that the staff were kind and caring. One person told us, "I get the same support workers, it means they get to know you well and you get to know them. All the staff are amazing".

Staff had a good awareness of their role and responsibilities to safeguard people from harm. The service followed current best practice guidance. People told us they felt safe.

Staff had received training regarding infection prevention and control and followed best practice guidance. People could be confident that they were protected from the risk of infection.

Leadership
The service continued to actively seek feedback from people. This included comments recorded in daily notes, annual surveys, and staff competency observations.

The service responded positively to feedback and used people's views to drive service improvement. There was an improvement plan in place that identified key themes and actions for development. This demonstrates a culture of continuous improvement and ensures that the needs and wishes of people living in the service are the primary drivers for change. There was a commitment to ongoing service improvement.

The management team had a clear understanding about what was working well and what improvements were needed. This ensures the continued delivery of service that promotes positive outcomes for people.

Staffing
The service had systems in place for planning, delivering, and continuously improving care. They used an electronic scheduling system to plan and monitor care delivery, ensuring continuity and appropriate visit times. This supports the continuity of care, monitoring of visit times, and helps the prompt identification of any inconsistencies. Care was taken to ensure that staff were matched well with service users. People commented positively about the reliability of the service and the continuity of the staff providing support.

Recruitment processes followed current best practice guidance. This ensured staff were recruited safely and people were protected.

People benefited from being supported by knowledgeable and competent staff who reflected on their practice. People commented positively about the skills and knowledge of staff.

Training records were up to date indicating good compliance with the completion of essential training. Staff told us that they felt supported with their learning and development. They had access to regular formal supervision giving opportunities for discussions about leaning and development. This assured that staff had the skills, training, and competence to promote good outcomes for the people they support.

People commented positively about the skills and knowledge of staff. They said,
"Staff are great, they are attentive and kind, I can't praise them highly enough".
"I feel safe with the staff, nothing is too much trouble for them, they are all first class".
"The staff are well trained and good at their job, this is an indispensable service for me and my family".
"I don't know how we would manage without them, it's a fantastic service".

Planned care/support
Personal plans contained detailed information to guide staff on how best to support people with their care and wellbeing needs. Plans were person centred and reflected people's choices and preferences. This helps to guide staff and ensure that people's choices and wishes were respected and support good outcomes for people.

Care reviews were being carried out six monthly, which ensured that people and their representatives had the opportunity to formally discuss current care and plan for future care.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

To find out more

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