

Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 8 July 2020

Introduction

In accordance with Paragraph 22 in Part 9 of Schedule 1 to the Coronavirus (Scotland) (No.2) Act 2020, which came into force on 27 May 2020, the Care Inspectorate must lay before Parliament a report every two weeks setting out:

- (a) which care home services it inspected during those two weeks, and
- (b) the findings of those inspections.

This report covers inspections we have completed since those detailed in our previous report to parliament of 24 June 2020.

To meet the duties imposed by the Act and to comply with associated guidance, the Care Inspectorate must focus and report on infection prevention and control, PPE and staffing. Consequently, the Care Inspectorate has amended its quality framework for care homes to support this process. This enables us to focus on these areas while also considering the impact on people's wellbeing. Such a framework supports openness and transparency and helps to ensure a fair and consistent approach, including in any evaluations we make.

To support inspections being undertaken in these circumstances, we have developed inspection tools on wellbeing, infection prevention and control and staffing that have been agreed with Health Protection Scotland and Healthcare Improvement Scotland. Some of our inspections have been undertaken with inspectors from Healthcare Improvement Scotland and public health staff. We have taken account in all inspections of the scrutiny intelligence we have, including previous inspections, complaints made to us, notifications made by the services, and information shared with us by health and social care partnerships and directors of public health for the relevant area.

All action to be undertaken by services will be included in the inspection report, which is now issued within 10 days of the inspection. At the end of each inspection, where we identify concerns, we immediately inform the health and social care partnership who provide additional support to the home. We also revisit the home to ensure improvements have been made.

We have augmented our quality framework by creating an additional key inspection question with associated quality indicators. This reflects our current inspection focus on service performance in relation to COVID-19 infection prevention and control, PPE, staffing and people's wellbeing.

Key question 7: How good is our care and support during the COVID-19 pandemic?

The quality indicators for key question 7 are:

7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic

7.2 Infection control practices support a safe environment for both people experiencing care and staff

7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.

To meet the timescales imposed by the legislation, this report outlines our high-level findings following oral feedback to the provider. In due course and following our normal publication protocols, we will publish for each service outlined in this report, a more detailed, individual inspection report.

Springvale care home, Lennoxtown

Springvale care home in Lennoxtown is registered to provide care to 95 older people. The service is operated by Priory CC19 Ltd.

We inspected the service on 6 June 2020 with Healthcare Improvement Scotland.

People living in the home were supported by care staff who were familiar with individuals' choices and preferences. Staff were attentive, and we observed people being treated with kindness and respect.

There was a lack of awareness by many of the staff of the company's infection prevention and control policies.

We observed that staff practice regarding the prevention and control of infection did not comply with current best practice guidance.

We identified concerns regarding the management of PPE. There was inconsistent use of PPE and issues around its storage, access, and disposal.

Individuals' personal plans were of a poor quality. This meant we could not determine how current care and support needs were being managed, or be confident individual needs were being met.

The service was using a significant level of agency nurses. We identified a need to ensure that agency staff had a robust induction to the service and had received infection prevention and control training in line with current best practice guidance from Health Protection Scotland.

We informed East Dunbartonshire health and social care partnership of our concerns, and they immediately provided support to the home.

We will undertake a further visit to check improvements have been put in place. We also continue to monitor the home with the health and social care partnership.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Weak

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection control practices – Weak

QI 7.3 Staffing arrangements – Weak

St. Margaret's care home, Edinburgh

St. Margaret's care home in Edinburgh is registered to provide care for 60 older people. The service is operated by Brighterkind.

We inspected the service on 19 June 2020 with a representative from NHS Lothian.

We found people living in the home were well cared for and received kind and attentive care from staff. Inspectors observed positive and meaningful interactions between staff and people who lived in the home. We found anticipatory care plans and end of life care planning to be in place, although improvements were needed to the COVID-19 care plans to make these more personalised to the individual.

People were supported to access bright, open areas of the home and appropriate measures to maintain social distancing were in place. The home was fresh, clean and well maintained throughout. Adequate supplies of PPE were available.

There were sufficient staff working in the home.

Infection prevention and control arrangements in the service were adequate. We provided advice and guidance on how practice in this respect could be strengthened.

We informed Edinburgh health and social care partnership and NHS Lothian public health team of our findings and they have provided support to the home.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Adequate

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices -Adequate

QI 7.3 Staffing arrangements – Adequate

Bridge View House care home, Dundee

Bridge View **House** care home in Dundee is registered to provide care to 42 older people. The service is operated by Tayside Care Limited.

We inspected the service on 17 June 2020. The outcome of this inspection was provided in the report laid before parliament on 24 June 2020. We completed a further visit to the home on 22 June 2020 to follow up on the requirements made in the letter of serious concern issued on 17 June 2020.

We found significant improvements in the cleanliness of the home. Additional staff had been brought in to undertake a deep clean.

Significant improvements were found in the areas of infection prevention and control, use of PPE and staff training.

We will undertake a further visit to check the improvements that have been put in place are being maintained.

Home Farm care home, Portree, Skye

We carried out a further on-site monitoring visit on 22 June 2020. There is currently an application under Section 65 of the Public Services Reform (Scotland) Act 2010 for cancellation of the service's registration being considered by Inverness Sheriff Court on 24 June 2020. The inspection report will be published on conclusion of the court proceedings.

Hillview care home, Clydebank

Hillview care home in Clydebank is registered to provide care to 150 older people. The service is operated by Advinia Care Homes Limited.

We inspected the service on 22 and 25 June 2020.

We found the environment to be clean, safe and well maintained. Residents' rooms and communal areas were cleaned every day. Communal areas were laid out to encourage social distancing by residents.

Staff training had taken place on COVID-19, infection prevention and control and use of PPE. We found staff were confident in using and disposing of PPE appropriately, and knowledgeable about their role in reducing the risk of infection.

People living in the home and their families were satisfied with the care provided. Family contact was promoted by the home, and staff supported people to keep in touch with loved ones. The service had good links with healthcare professionals.

We identified an area for improvement in relation to ensuring best practice is followed when people's fluid and food intake is monitored.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Good

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection control practices – Very Good

QI 7.3 Staffing arrangements – Good

Moncreiffe nursing home, Bridge of Earn

Moncreiffe nursing home in Bridge of Earn, is registered to provide care to 34 older people. The service is operated by Bryden Foods (Perth) Ltd.

We inspected the service on 23 and 25 June with Healthcare Improvement Scotland.

People had been supported to stay connected with their families. Weekly updates were emailed to all relatives and these provided a good overview of the home's current situation. Families had been enabled to visit their relatives at the end of their lives.

We observed that staff were available, spent time with people and offered reassurance.

The service had not developed summary support plans (COVID-19 plans) or anticipatory care plans. We found inconsistencies in the way that people's health was monitored and evaluated.

The environment was clean and generally well maintained. We observed that Health Protection Scotland guidance was not followed in relation to the frequency of cleaning and the cleaning products to be used. The home took action to address this.

Staff training had taken place on COVID-19, infection prevention and control, and use of PPE. We found staff were confident in using and disposing of PPE appropriately and knowledgeable about their role in reducing the risk of infection. However, we observed that staff needed to support people better to maintain social distancing consistently.

We informed Perth and Kinross health and social care partnership and NHS Tayside public health team of our findings, and they plan to provide support to the home.

We will undertake a further visit to check improvements have been put in place.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Adequate

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Nazareth House, Glasgow

Nazareth House care home is registered to provide care to 70 older people. The service is operated by Nazareth Care Charitable Trust.

We inspected the service on 23 June 2020 with Healthcare Improvement Scotland and the local NHS public health team.

There were adequate staff to meet the needs of people living in the home. The service had relied on agency staff to supplement their workforce due to staff absences. It was positive to see that the service was using the same agency consistently, with weekly requirements reducing due to permanent staff returning to work and ongoing recruitment.

We observed staff interactions with those who live in the home to be kind and compassionate however, these were limited in frequency.

We saw individuals benefited from the service having good links with external healthcare professionals, in particular GPs and district nurses.

On reviewing support plans, we found assessments were not always completed, meaning people's needs were not always clearly identified or effectively planned for.

Staff had a good understanding of infection prevention and control. Where people were required to be isolated in their rooms, we saw clear signage to inform staff of the correct PPE.

The service had a good supply of PPE in place throughout the home, and appropriate clinical waste bins for its disposal. We observed staff undertaking good hand hygiene practice during this inspection, helping to reduce the risk of cross-contamination.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Adequate

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Pitkerro Care Centre care home, Dundee

Pitkerro Care Centre care home is registered to provide care to 70 older people. It is operated by Pitkerro Opco Ltd.

We inspected the service on 24 June 2020 with Healthcare Improvement Scotland.

We found people were being supported to stay physically and mentally well. There were sufficient staff to meet the support needs of residents.

There was a range of activities for people to choose from.

We observed that sensor mats were in use. However, the use of this equipment did not reflect best practice.

We found the home to be clean and tidy in most areas however, we identified a need for improvement to achieve a consistent standard of cleaning, and we noted that areas of floor covering needed to be replaced.

We observed PPE being disposed of inappropriately and best practice on infection prevention and control was not followed. We found that the staff and management were unaware of how PPE should be disposed of safely.

Staff were aware of national guidance on physical distancing, and people in the home were supported to maintain a safe distance.

We provided significant guidance and alerted the health and social care partnership, which was providing ongoing support to the service. We will undertake a further visit to check improvements have been put in place.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Weak

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Newcarron Court nursing home, Falkirk

Newcarron Court nursing home in Falkirk is registered to provide care for up to 116 older people. The service is operated by Advinia Care Homes Limited.

We inspected the service on 4 and 9 June, which was outlined in the previous report laid before parliament on 24 June. We completed a further visit to the home on 24 June 2020 to follow up on the requirements made in the letter of serious concern issued on 5 June 2020.

We found that the management of the home had responded positively to our requirements and had taken action to make necessary improvements.

We found that cleanliness within the home had improved. However, some items within the care home were unclean, and staff were not always following standard infection prevention and control procedures.

During our visit, we observed good support of people's wellbeing, with staff supporting people in a relaxed and friendly way. Appropriate social distancing was also supported as needed.

A further visit will be made to check that improvements have been made.

Buccleuch & St Margarets Care Centre care home, Hawick

Buccleuch & St Margarets Care Centre care home is registered to provide care to 53 older people. The service is operated by St Philips Care Ltd.

We inspected the service on 25 June 2020.

We observed that people living in the home were well cared for and staff were respectful and kind in their interactions with people.

A variety of methods were used to keep families informed and involved in the care of their family member.

Staff had received training on infection prevention and control facilitated by both the provider and the health and social care partnership. We observed staff practicing adequate infection prevention and control measures.

The home was clean throughout and proper cleaning procedures were in place.

There were adequate staffing numbers to meet people's needs.

The home had good supplies of PPE. However, there were inconsistencies in staff understanding and use of PPE in line with best practice. We informed the health and social care partnership, who contacted the manager to provide additional support.

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Adequate

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Kintyre Care Centre care home, Campbeltown

Kintyre Care Centre care home is registered to provide care to 29 older people. The service is operated by HC-One Limited.

We inspected the service on 11 June 2020, and our findings were detailed in the previous report laid before parliament on 24 June 2020. We completed a further visit to the home on 26 June 2020, to follow up on the requirements made in the letter of serious concern issued on 13 June 2020.

We found that a deep clean of the home and equipment had been undertaken.

Staff practice and understanding for the use of PPE had significantly improved. We observed staff using PPE correctly, and they could confidently explain their understanding of current practice guidelines to us.

The provider had taken action to strengthen the management oversight and quality assurance of practice within the service.

These actions had immediate positive effects on the service. There was a sense of control and confidence in working towards sustainable improvements using effective action plans.

We shared our concerns with the health and social care partnership, which was providing support to the service.

We will undertake a further visit to check further improvements have been made.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Weak

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection control practices – Weak

QI 7.3 Staffing arrangements – Weak

Kingswells care home, Aberdeen

Kingswells care home is registered to provide care to 60 older people. The service is operated by Bon Accord Care.

We inspected the service on 30 June 2020 with an NHS lead occupational nurse.

We found a high standard of general cleanliness.

We found staff had good knowledge of infection prevention and control, and that the procedures within the home reflected best practice.

PPE was readily available throughout the home and staff were using it effectively.

The environment had been adapted to assist with social distancing. We observed staff practicing social distancing measures effectively.

We found that staffing arrangements were sufficient to meet the needs of people.

Arrangements were in place to ensure effective communication with relatives and carers.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Very Good

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Very Good

QI 7.2 Infection control practices – Very Good

QI 7.3 Staffing arrangements – Very Good

Meadowvale care home, Bathgate

Meadowvale care home is registered to provide care to 52 older people. The service is operated by Meadowvale Care Limited, a member of the Tamaris Group.

We inspected the service on 30 June with Healthcare Improvement Scotland and NHS Lothian.

Staff were knowledgeable about the impact of COVID-19 and infection prevention and control practice. We found the service to be clean, with staff wearing the appropriate PPE in line with good practice. We observed some good examples of social distancing

People were being supported to maintain contact with their friends and relatives, using the telephone, mobile devices and visits through the windows.

We identified the need to improve staffing levels. Although staff were able to carry out tasks to support people's physical care needs, there was little evidence of social stimulation and activities being provided. Staffing levels need to improve to ensure that people's wellbeing needs are met.

The importance of providing accurate information in people's care and support plans was identified as an area for improvement. This will ensure that people's physical, emotional and psychological needs are being met.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Weak

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection control practices – Good

QI 7.3 Staffing arrangements – Weak

Scoonie House, Leven

Scoonie House care home is registered to provide care to 36 older people. The service is operated by Caring Homes Healthcare Group Limited.

We inspected the service on 30 June 2020.

We found people living in the home were being supported to stay physically and mentally well, and they were able to have regular contact with family and friends.

People were supported to engage in physical activities, including access to the gardens.

The home had put in place appropriate measures to maintain social distancing, as well as support for people to move around safely and reduce stress and distress.

We found the service to be clean, with staff wearing the appropriate PPE in line with good practice.

Staff were knowledgeable about the impact of COVID-19 and infection prevention and control practice.

The staff team was responsive to people's wellbeing needs and there was good evidence of linking with external agencies.

An area for improvement was made regarding monitoring the impact training has had on staff practice.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Good

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection control practices – Good

QI 7.3 Staffing arrangements – Good

Campsie Neurological Care Centre care home, Kirkintilloch

Campsie Neurological Care Centre care home is registered to provide care to 22 adults with a physical disability. The service is operated by Living Ambitions Ltd

We inspected the service on 25 and 26 June 2020.

We found that during the COVID-19 pandemic people living in the home had been supported to maintain contact with friends and family using a range of methods that had been of benefit to them.

We noted that people were able to move freely around their home and use the outdoor spaces available to them.

We found that the service did not respond in line with best practice when symptoms of COVID-19 were first identified. This presented a risk to the safety of the individuals concerned and the other residents. The correct reporting procedure was not followed by the service.

We found that infection control practices in the home were weak and national guidance was not being followed. We observed that PPE was not being stored, used or disposed of correctly.

Some areas of the home were clean however, the service did not appear to have established enhanced cleaning schedules.

We found there was a lack of management overview and leadership within this service. We had great difficulty accessing information that should have been readily available.

We shared our concerns with the health and social care partnership, which is providing support to the service.

We will undertake a further visit to ensure the required improvements are in place.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Weak

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection control practices – Weak

QI 7.3 Staffing arrangements – Weak

Glenhelenbank, Luncarty, Perth

Glenhelenbank care home is registered to provide care to 13 older people. The service is operated by Glenhelenbank Residential Home.

We inspected the service on 1 July 2020 with Healthcare Improvement Scotland.

We found people being supported by workers who had a warm and compassionate approach. They told us how committed they were to ensure the safety and wellbeing of people who lived there.

There were difficulties with promoting social distancing due to size of the care home that had narrow corridors, a very small dining room and communal lounge areas with seating that was close together. We gave guidance to the home about this and the improvements that needed to be made.

The service had not developed summary support plans (COVID-19) or anticipatory care plans.

We found that the cleaning and hand washing facilities in communal toilets needed to improve and an enhanced cleaning schedule for the care home was needed.

The care home needed to be refurbished. Corridor areas had many scrapes, door frames were damaged, and many surfaces were scuffed, including dining room chairs that should all be replaced. This meant there was an increased opportunity for the spread of infection because it reduced the ability to clean effectively.

Staff had some knowledge about the use of PPE and infection prevention and control practices. However, this needed to be strengthened and arrangements were being made for further training.

We informed the local health and social care partnership of our concerns and they will continue to support the home.

We will undertake a further visit to check improvements have been put in place. We will evaluate the service at the conclusion of our inspection.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Weak

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Eastwood Court care home, Giffnock

Eastwood Court care home is registered to provide care to 52 older people. The service is operated by Larchwood Care Homes (North) Limited.

We inspected the service on 1 July 2020 with Healthcare Improvement Scotland.

We found the home to be clean, and staff were aware of the importance of infection prevention and control to keep people safe. Staff demonstrated a good understanding of the protocols for using PPE and its importance in minimising the spread of infection.

We observed staff being warm and caring towards people living in the home. We received positive feedback about staff and management from people who live in the home and relatives. Records we sampled showed that people were having their health needs supported appropriately.

We found that the available space in the service was not used to best effect to enable people to have social contact while maintaining a safe distance. As a result,

many people spend long periods of time alone in their rooms. There was concern about the impact of isolation on people's mental wellbeing.

We also identified that staffing levels did not take into consideration the social isolation of people. We did not see evidence that physical activity was promoted within the home.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Adequate

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Good

QI 7.3 Staffing arrangements – Adequate

Fairview House care home, Aberdeen

Fairview House care home is registered to provide care to 103 older people. The service is operated by Barchester Healthcare Limited.

We inspected the service on 1 July with Healthcare Improvement Scotland.

We found the service adhered to current COVID-19 information and guidance, and we observed staff using PPE appropriately and practicing good infection prevention and control. The environment was clean and well maintained.

We found that that people living in the home were well cared for and staff were respectful and kind in their interactions with people. People were being supported to remain active and socially stimulated. There was a focus on maintaining links with families and friends.

We also identified that staff had been through a challenging time. They had evolved their practice in line with guidance. Staff were supported and mentored by the organisation. Staff morale was good, and they were working well as a team.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Good

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection control practices – Very Good

QI 7.3 Staffing arrangements – Very Good

South Grange care home, Dundee

South Grange care home is registered to provide care for 85 people (64 older people and 21 adults with acquired brain injury or complex care needs in the Seven Arches Unit). The provider is Barchester Healthcare Limited.

We inspected the service on 1 July 2020 with Healthcare Improvement Scotland.

The home had good leadership and guidance from the management team. Staff we spoke with were positive and knowledgeable about their role.

We observed compassionate, warm care being offered to people living in the home by a staff team who knew people well. People were offered good support to stay physically and mentally well. They were offered regular opportunities to have contact with their families and friends.

Personal plans provided a good level of detail on how to care for people and meet their individual needs.

The home was clean and provided a safe environment. The service followed current COVID-19 information and guidance. We observed staff using PPE appropriately and practicing good infection prevention and control.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Good

Quality indicator (QI) evaluations:

7.1 – Wellbeing – Good

7.2 – Infection prevention and control – Good

7.3 – Staffing Very Good

3 Bridges care home, Glasgow

3 Bridges care home is registered to provide care to 72 older people. The service is operated by Northcare (Scotland) Limited.

We inspected the service on 1 July 2020 with partners from NHS and Healthcare Improvement Scotland.

We found that people were well cared for. There was good work with health professionals to support people living in the home

People were being supported to remain active, and one-to-one activities for people were taking place. Families were informed and involved in their loved ones' care. The feedback from families was very positive.

We observed staff using PPE well, and the home had ample PPE supplies. There was very good staff knowledge and practice of infection prevention and control.

The home was very clean with robust cleaning routines in place. The communal areas around the home had been adapted for the purposes of social distancing.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Very Good

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Very Good

QI 7.2 Infection control practices – Very Good

QI 7.3 Staffing arrangements – Very Good

Headquarters

Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

web: www.careinspectorate.com

email: enquiries@careinspectorate.com

telephone: 0345 600 9527