

Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 24 June 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 10 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.

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 tight 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.

Newcarron Court nursing home, Falkirk

Newcarron Court care home is registered to provide care to 116 older people. The provider is Advinia Care Homes Limited.

Following an inspection on 4 June (outlined in our first report to parliament) we issued to the service a letter of serious concern. We carried out a further visit to the home on 9 June, to follow up on the requirements made in our letter.

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

We found the cleanliness of the environment had improved and appropriate measures put in place to manage the laundry.

Staff were observed to be wearing, managing and disposing of PPE in the correct way.

The manager had put in place additional measures to monitor staff practice in Infection prevention and control and PPE, and was building on these measures to make further improvements.

This inspection was not evaluated as it was commenced before our current inspection framework was implemented in June 2020.

Home Farm care home, Portree, Skye

We carried out a further on-site monitoring visit on 9 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.

Antiquary House, Arbroath, Angus

Antiquary House care home is registered to provide care to 58 older people. The service is operated by Balhousie Care Limited.

We inspected the care home on 10 June with Healthcare Improvement Scotland.

We found the service to be clean, with staff wearing the appropriate PPE in line with good practice. There was good evidence that people were being supported to maintain contact with their friends and relatives, mainly through technology.

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 the disposal of clinical waste relating to PPE.

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 – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

Wyndford Locks nursing home, Glasgow

Wyndford Locks nursing home in Glasgow is registered to provide care for 150 older people. The service is operated by HC-One.

We inspected the service on 10 June with Healthcare Improvement Scotland.

We found people living in the home were being supported to stay both physically and mentally well and 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.

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 generally well maintained. However, we identified that improvement was needed in approaches to protective covering of soft furnishings.

Staff had been trained and were knowledgeable about COVID-19 and infection prevention and control. Staff reported good support from management in the home.

Whilst personal plans were in place, an area for improvement was identified in relation to 'Critical COVID-19' personal plans.

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 prevention and control practices -Adequate

QI 7.3 Staffing arrangements – Good

Ellen Mhor, Dundee

Ellen Mhor care home is registered to provide care for 12 people who have a learning disability. The service is operated by Cygnet (OE) Limited.

We inspected the service on 10 June.

We found people in the home to be well cared for and they were receiving one-to-one time with staff. Inspectors observed positive and meaningful interactions between staff and people who lived in the home.

The home was clean, and robust cleaning schedules were in place for staff to follow.

There was good access to PPE, with staff using this in the home. One area of improvement was identified around how staff wear masks.

Staff training had taken place and all staff spoken to were aware of latest guidelines and said that they felt well supported by the manager and provider.

Evaluations (grades)

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 prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

Bothwell Castle, Uddingston

Bothwell Castle care home is registered to provide care to 75 older people. The service is operated by Bothwell Care Limited.

We carried out an inspection on 12 June with a nurse from NHS public health.

We found that people who live in the home 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.

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

The home was clean with good cleaning routines in place.

Evaluations (grades)

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 prevention and control practices – Very Good

QI 7.3 Staffing arrangements – Very Good

Kintyre care home, Campbeltown

Kintyre care home is registered to provide care to 39 older people. The provider is HC-One.

We carried out an unannounced inspection of the service on 11 June 2020.

We found the home to have weak practice with inconsistent use of PPE by staff and a lack of understanding from staff of best practice.

The environment and equipment used by people in the home were not clean and inspectors had to show this to the manager and explain how this was unsatisfactory.

There were not enough staff to provide care, and the assessment completed by the manager to assess staffing numbers demonstrated a lack of understanding of the basic care needs of people.

We issued a serious letter of concern to the service during the inspection that detailed the immediate action the home must take.

We informed the health and social care partnership of our concerns, which has now provided support to the home. The provider has also provided additional management support. A further inspection visit will be undertaken to check improvements have been put in place. The service will be evaluated at the conclusion of our inspection.

Ashford House, Bridge of Allan

Ashford House care home is registered to provide care to 24 people. The provider is Drumpark Care Limited.

We carried out an inspection on 12 June 2020 with a nurse from the health and social care partnership.

We found that PPE management in the home was weak. We found issues with PPE in relation to access, storage, use and disposal.

The home was not clean, and cleaning and management of the laundry was not following national guidance and needed to improve.

We found a lack of understanding and practice around infection prevention and control with no oversight by management.

Given the serious nature of our findings we issued a serious concerns letter to the home to improve infection prevention and control practice and use of PPE.

We informed the health and social care partnership, which provided support to the home immediately following the inspection.

We carried out a second visit to the home on 15 June to follow up requirements made in our serious concerns letter. We found that the home had made sufficient improvements to meet the requirements outlined in our letter of 12 June.

Management oversight had increased, and practice in relation to infection prevention and control had improved. We found staff had better access to PPE and storage of PPE was in line with guidance. A schedule of enhanced cleaning had begun.

While immediate requirements were met, we identified areas for improvement regarding support plans, staff training, and sustained programmes of enhanced cleaning and audits. We will visit the service again to ensure that improvements are being sustained.

Evaluations (grades)

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 prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

Lochside Manor, Glasgow

Lochside Manor care home is registered to provide care for 45 older people. The service is operated by Enhance Healthcare Ltd.

We carried out an inspection on 12 June with a representative from NHS Lanarkshire.

We observed good wellbeing, and people's contact with families was being supported and enabled.

There were adequate staffing levels and we observed good interactions between staff and people who live in the home.

We observed good infection prevention and control practice and use of PPE by staff. Improvements were required with regards to storage and location of PPE stations and the need for signage and instructional posters for staff on use of PPE.

Testing has not taken place in the home and social distancing was being practiced.

Evaluations (grades)

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 prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

Cathay nursing home, Forres

Cathay Nursing home is registered to provide care for 41 older people. The service is operated by Care Concern Limited.

We carried out an inspection on 12 June.

Staff were wearing PPE in line with good practice.

We found that social distancing was not being practiced consistently within the home. National guidance on hand washing, laundry management, waste disposal and cleaning was not always followed. Cleaning of the home was only carried out between 8am and 3pm.

On some occasions, people did not receive the right level of support as staff were not available to help them.

People's care plans included sufficient information to provide the right care. Staff asked for advice from healthcare professionals in response to people's changing health needs. People were supported to keep in touch with their families.

We visited the home again on 15 June. We found the provider had made improvements to staff practice in infection prevention and control, cleaning the home, and ensuring social distancing. People were receiving the right level of support to promote their health and wellbeing. Staff need ongoing support to consistently follow national guidance.

Evaluations (grades)

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 prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

North Inch care home, Perth

North Inch care home is registered to provide care for 78 older people. The service is operated by Balhousie Care Limited and has two sites under its registration that sit next to each other. These are North Inch House and North Grove.

We carried out an inspection on 21 May with a representative from NHS public health.

Our findings at the inspection led us to issue a serious concern letter requiring immediate improvements to be made in relation to PPE, infection prevention and control, and leadership and management.

We visited the home again on 26 May to follow up and assess progress in relation to the requirements we made in our letter.

Overall, we found a more positive picture and we found that the service had met all three requirements. We found that staff were now using and wearing PPE appropriately and appeared more confident in their understanding of its purpose. Improved management oversight had also ensured that appropriate use of PPE was maintained consistently. An enhanced cleaning schedule with audit had been introduced and domestic staff including laundry had an improved understanding of infection prevention and control.

Following our third visit on 16 June, we found that improved practice had been sustained, and we concluded our inspection.

A wide range of improvements had been introduced to ensure people were protected and safe from the risk of infection. This included additional PPE stations, safe disposal of used PPE, enhanced cleaning, and infection control audits.

This inspection was not evaluated as it was commenced before our current inspection framework was implemented in June 2020.

Oversteps care home, Dornoch, Highland

Oversteps care home is registered to provide care to 24 older people. The service is operated by Church of Scotland (Trading as Crossreach).

We carried out an inspection on 15 June.

Management of infection prevention and control was of a good standard.

Staff were wearing PPE correctly and were trained in procedures for putting it on and taking it off. We identified that the disposal of PPE in line with guidance in closed bins was an area for improvement.

The cleaning schedules included hourly cleaning of frequently-touched surfaces.

We found social distancing in place throughout the home and people had good access to the enclosed gardens.

All the people living in the home had in place their own COVID-19 personal plans that detailed their preferences and contact with families.

We observed good interactions between staff and people who live in the home.

The service relies heavily on agency staff and there are applicants awaiting interviews. These needed to be conducted without delay. The home's staffing assessment needed to be reviewed to ensure staffing numbers met the needs of people living in the home.

Evaluations (grades)

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 prevention and control practices – Good

QI 7.3 Staffing arrangements – Adequate

Balhousesie Dalnaglar care home, Crieff, Perthshire

Dalnaglar care home is registered to provide care to 40 older people. The home is operated by Balhousesie Care Limited.

We carried out an inspection on 16 June.

We found the new manager, in post for two weeks, was receptive to the inspection and the advice and guidance provided by our inspectors.

We identified that staffing levels were not sufficient to meet the needs of people who live in the home. We were concerned that people were not getting access to enough fluids throughout the day and that this was not being monitored by the service. People living in the home could not access the nurse-call system to call for help when they needed it.

We identified that staff needed further training and development about COVID-19 to ensure they supported people appropriately.

Social distancing was being adhered to in communal areas, but this was difficult in the narrow corridors in the home.

The home was clean, and enhanced cleaning schedules were in place. There was good availability of PPE and good access for staff throughout the home. The manager had a good understanding of infection prevention and control practice.

We identified the need to improve staffing levels to ensure that people's needs were met. The home needed to monitor and ensure that people were taking adequate fluids throughout the day.

We made three requirements in relation to people's access to fluid and monitoring of intake, people's access to the nurse-call system, and staffing levels and deployment of staff.

Evaluations (grades)

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 prevention and control practices – Good

QI 7.3 Staffing arrangements – Weak

Bridge View House, Dundee

Bridge View House nursing home is registered to provide care to 42 older people. The provider is Tayside Care Limited.

We carried out an inspection on 17 June with Healthcare Improvement Scotland.

We identified significant concerns relating to the cleanliness of the environment, disposal of PPE, infection prevention and control practices including waste and laundry management, and staff knowledge, training and awareness of COVID-19.

We gave immediate feedback to the depute manager and area manager of the home and issued a serious concern letter to the provider on 17 June. We informed the health and social care partnership in order for them to support ongoing changes to practice.

We discussed with the service improvements needed around staffing numbers, training, and person-centred care planning. The home accepted the need for these improvements and agreed that immediate action would be taken.

We will revisit the home to ensure that immediate improvements are put in place.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Unsatisfactory

QI 7.3 Staffing arrangements – Weak

Clinton House, Shawburn, near Larkhall

Clinton House Nursing Home is registered to provide care for 26 residents. The provider is Clinton House Strathclyde (Care Homes) Limited.

We carried out an inspection on 18 June with an infection control nurse.

The home had been deep-cleaned and we found it clean and odour free. The management had increased the hours for domestic staff to enable them to adequately clean the building. We identified areas for improvement to increase the cleaning of regular touch sites to a minimum of twice daily, more robust cleaning of some items of equipment, and the removal of non-essential items from the domestic trolley.

Staffing levels were adequate and we observed 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 benefitted from the increased opportunities for one-to-one activities with the recent return of the activities coordinator.

While personal plans and anticipatory care plans were in place, we identified areas for improvement around these.

We found that a variety of methods had been adopted to keep families informed and involved in the care of their family member.

Staff have benefitted from increased training opportunities facilitated by the health and social care partnership and we observed staff practicing adequate infection prevention and control measures. There was good availability of PPE and good access to this for staff throughout the home. We highlighted the need for staff to be mindful of how to wear masks correctly. Staff reported good support from the partnership and from management in the home.

Evaluations (grades)

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

Quality indicator (QI) evaluations:

7.1 People's health and wellbeing – Adequate

7.2 Infection prevention and control practices – Adequate

7.3 Staffing arrangements – Adequate

Riverside nursing home, Aberdeen

Riverside Nursing Home is registered to provide care for 42 older people. The provider is Craigard Care Limited.

We carried out an unannounced inspection on 18 June 2020 with the operational lead nurse from the health and social care partnership.

Staffing levels were adequate to meet people's needs due to the additional staff provided by the health and social care partnership.

We observed staff treating people with dignity and respect.

People living in the service did not always experience positive outcomes, as meaningful interaction and activity was limited.

Communication between staff and families varied and needed to improve.

While staff had access to adequate supplies of PPE, improvement was needed to infection prevention and control practice, in particular staff knowledge and skills.

Evaluations (grades)

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 prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Stobhill nursing home, Glasgow

Stobhill nursing home is registered to provide care to 60 older people. The service is operated by Tamaris (RAM) Limited, a member of Four Seasons Health Care.

We carried out an inspection on 18 June, supported by two NHS public health representatives.

People living in the home were being supported to stay both physically and mentally well and were able to have regular contact with family and friends using technology.

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

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

While personal plans were in place, we made a requirement in relation to 'COVID-19' personal plans. This was because personal plans did not identify the support needed by people who were isolating after admission from hospital. The service had specific COVID-19 support plans, but these were not in place for these people.

We also made a requirement about further staff training and consolidation of knowledge gained about COVID-19 and infection prevention and control.

We observed inconsistencies in staff understanding and application of best practice guidance and use of PPE. Staff had not received specific training around COVID-19 and the manager confirmed that there had been no mandatory training for staff around COVID-19 infection prevention and control, or the use of PPE. We identified an area for improvement for a formal process to observe and monitor the competence and learning needs of the staff team.

Evaluations (grades)

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 prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Holy Rosary, Greenock, Inverclyde

Holy Rosary care home is registered as a care home for a maximum of 28 older people. The home is operated by Little Sisters of the Poor, a charitable organisation.

We carried out an inspection on 18 June.

We found that residents were well cared for.

Staff were observed to be respectful and kind in their interactions with residents.

Staff had a general understanding of infection prevention and control and were good at promoting physical distancing with others, including adapting the environment to allow this to happen.

Staffing levels were sufficient to meet people's needs.

We were concerned that in the event of an outbreak, monitoring systems would not be sufficiently robust to support a safe environment for both people experiencing care and staff.

We found inconsistencies in the use of face masks and observed staff in close contact with residents without masks on. Staff and resident temperatures had not been recorded, although thermometers were delivered on the day of our visit to allow this to happen. We did not identify that cleaning had been enhanced during the lockdown and the domestic worker we spoke with told us that communal surfaces were only cleaned once a day. There was no cleaning schedule. There needed to be a system to audit infection prevention and control practices to ensure that they

were of a consistently good standard. We made a requirement that quality assurance of infection prevention and control practice is improved, and regular observations and audits are undertaken to maintain good PPE and infection prevention and control practice. We gave feedback to the service manager on 18 June.

Evaluations (grades)

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

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