

Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 5 August 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 22 July 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.

Kintyre House care home, Invergordon

Kintyre House care home is registered to provide care to 41 older people. The provider is Gate Healthcare Ltd.

Following an initial inspection of the service on 1 July 2020, the findings of which were outlined in our report laid before Parliament on 8 July 2020, we carried out a further visit on 17 July 2020 to follow up on improvements required.

The provider was making good progress with an improvement plan to address the identified risks. We saw that the care home had been decluttered and cleaned.

Staff were following new guidance to maintain good standards of cleanliness and access to PPE had improved. As a result, people were living in a safer and a cleaner home.

A programme of staff training had commenced on infection prevention and control practice and we could see people in the home benefiting from the improved knowledge and skills of staff.

A temporary experienced management team was in place to implement the care home's improvement plan. They were guiding staff and quality assuring infection prevention and control practice and people's care. This should help ensure people's health, safety, and wellbeing while the improvements are made.

The provider had improved environmental safety and cleanliness and had a plan in place to ensure that all staff are competent in infection prevention and control practice.

We will carry out a further inspection visit to assess progress in meeting this and a previous requirement about the quality of care and care planning.

Evaluations

We did not award evaluations as this was a follow-up inspection.

Pitkerro care centre, Dundee

Pitkerro care centre is registered to provide care to 70 older people. The provider is Pitkerro Opco Ltd.

We carried out an inspection of the service on 24 June 2020, the findings of which were outlined in our report laid before Parliament on 8 July 2020. We completed a further visit to the home on 17 July 2020 to follow up on the improvements required.

We found the service had addressed the issues in relation to the cleanliness of the flooring. Some areas required the flooring to be replaced and this had been ordered.

The service had contacted relatives and obtained consent for the use of sensor mats and this was appropriately documented in care plans.

Improvements continue to be made in the areas of infection prevention and control, use of PPE and staff training. The staff have a greater knowledge of managing risks associated with the use and disposal of PPE and social distancing measures.

The laundry was clean, well-managed and all excess laundry had been removed.

All the requirements have been met. The manager is committed to the ongoing monitoring of staff practice to ensure the environment remains clean, staff continue to implement best practice guidelines and ensure the care and support delivered to people is not compromised.

Evaluations

We did not award evaluations as this was a follow-up inspection.

Burlington care home, Glasgow

Burlington care home is registered to provide care to 90 older people. The provider is Guthrie Court Limited, a member of the Four Seasons Healthcare Group.

We carried out an unannounced inspection of the care home on Wednesday 15 July 2020 with NHS and Healthcare Improvement Scotland, the findings of which were outlined in our report laid before Parliament on 22 July 2020. We completed a further visit to the service on 20 July 2020 to follow up on the improvements required.

We noted significant improvements in the cleanliness of the home and the equipment used by people living in the home. Significant improvements were noted regarding infection prevention and control practice. Staff had a better understanding of current Health Protection Scotland guidance. There was improved access to PPE, which was being used and disposed of correctly. We saw improvements regarding social distancing and handwashing practice. The requirements made in the serious concerns letter were met.

Following the inspection visit, we informed the health and social care partnership of our findings. They are supporting the service with ongoing changes to practice.

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

Evaluations

We did not award evaluations as this was a follow-up inspection.

Craig En Goyne, Kilsyth

Craig En Goyne care home is registered to provide care to 48 older people. The provider is Craig En Goyne Care Company Limited.

We carried out an unannounced inspection of the care home on 21 and 22 July 2020 with Healthcare Improvement Scotland.

People living in the home had been encouraged to keep in contact with their families during lockdown. Families we spoke with told us that contact was good and they were kept informed of what was happening in the home. Garden visits had started using a booking system.

We were concerned about the lack of activities and observed residents were sitting for long periods of time with limited opportunities to mobilise.

We identified that domestic staff had not been appropriately trained in the correct use of cleaning products and some staff were not using PPE correctly. All staff required training in COVID-19 specific infection prevention and control, support in correct hand hygiene and use of PPE in line with best practice. There was a lack of monitoring and auditing of infection prevention and control procedures and practices.

On nightshift, people were not being monitored and alarms were not being answered promptly due to inadequate staffing levels. There was also a need to review the current hours available for domestic and activity staff to ensure frequently touched surfaces were regularly cleaned and the level of activities could be improved.

There was a lack of management presence within the home and this resulted in inadequate support for care staff who had been through a challenging time. There had been no supervision or team meetings with staff to offer support.

We informed The North Lanarkshire health and social care partnership of our concerns and they have agreed to provide support to the home.

We will undertake a further visit to monitor progress.

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 prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

Rosepark care home, Uddingston

Rosepark care home is registered to provide care to 60 older people. The provider is Renaissance Care (No 8) Limited.

We carried out an unannounced inspection of the care home on 21 July 2020 with Healthcare Improvement Scotland.

We found that people who used the service were being well cared for in a homely environment. People looked relaxed around staff and staff knew people well.

Aspects of the home's usual activity programme had continued with the introduction of some new ways for supporting people through the pandemic. This included more individual time when people are in their bedrooms and support to keep in contact with relatives using tablets, window visits and, more recently, garden visits.

The service was managing social distancing effectively for both people living in the home and staff.

The environment was clean, with good systems in place to ensure frequently touched areas were cleaned throughout the day. Staff had received training on

infection prevention and control, COVID-19 and the use of PPE. However, a few staff were not removing PPE correctly, therefore putting themselves and others at risk. We discussed this with the manager, who agreed to refresh PPE training with all staff to ensure the correct procedures are adhered to.

Staff levels were appropriate to meet people's needs and staff told us that there was good team working. Staff reported that they felt supported by management.

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 – Very Good

QI 7.2 Infection prevention and control practices – Very Good

QI 7.3 Staffing arrangements – Good

Royston Court care home, Edinburgh

Royston Court care home is registered to provide care to 60 older people. The provider is City of Edinburgh council

We carried out an unannounced inspection of the care home on 21 and 22 July 2020 with colleagues from NHS Public Health and Healthcare Improvement Scotland.

The home was bright and spacious, and cleanliness was maintained to a high standard. Staff had good access to PPE within the home.

People using the service had limited opportunity to maintain contact with relatives during the lockdown. Although some window visiting had taken place, there had been little progress made in the arrangements for people using the service to receive visits from friends or family. However, the manager confirmed this is being addressed

Communication about how the service was responding to the challenges of COVID-19 was not effective. This meant that relatives and people using the service did not know how the service was affected or how the situation was being managed.

The people who used the service were not always supported by staff who were familiar to them and who understood their needs and wishes. However, we observed some positive interaction between staff and the people they were supporting. To improve the outcomes for people experiencing care, and to increase continuity in support, people should be supported by staff they know and who know them well.

Many people were being supported in their rooms and there was no evidence that people living in the service were given the opportunity to take part in meaningful activities. Care plans contained person-centred information, however these did not clearly identify what people's needs were or how to support people and were therefore not effective.

We observed practices among staff that could increase the risk of cross infection of COVID-19. These included not using face masks in line with guidance and a lack of social distancing.

The home had experienced significant staff absences and support had been provided by the residential review team from the health and social care partnership. This unavoidable situation impacted negatively on the service and increased the pressure experienced by the remaining staff team at an already difficult time.

We will undertake a further visit to monitor progress.

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 prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Weak

Stobhill nursing home, Glasgow

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

Following an initial inspection of the service on 18 June 2020, the findings of which were outlined in our report laid before Parliament on 24 June 2020, we completed a further visit to the home on 21 July 2020 to follow up on the improvements required.

We found that there had been improvements with the development and implementation of risk assessments and COVID-19 support plans for people. These better identified each person's needs and included strategies and interventions to help meet these needs. This helps staff to provide the right supports to each person.

There had been good progress with most staff having now completed training in infection prevention and control and COVID-19. There is a plan in place to ensure that all staff complete identified training within the coming weeks.

Some progress has been made with staff supervision and routine assessment of competencies, including the correct use of PPE. However, this was at a relatively early stage and requires ongoing work and monitoring.

Evaluations

We did not award evaluations as this was a follow-up inspection.

Stormont Lodge care home, Blairgowrie

Stormont Lodge care home is registered to provide care to 32 older people. The provider is Balhousie Care Ltd.

We carried out an unannounced inspection of the care home on 21 July 2020 with Healthcare Improvement Scotland.

We found the home to be clean, tidy, and well maintained. People benefited from a home-from-home environment.

Communal areas were in a satisfactory state of repair and free from clutter, therefore encouraging social distancing. The sitting room and dining rooms were well presented. Communal bathrooms were clean and tidy. Care equipment was found to be clean. Practices for laundering contaminated linen supported national guidance and uniforms were washed on site.

There were adequate supplies of appropriate PPE and staff were able to describe how these should be used. Staff had received training on infection prevention and control, and we observed them putting this into practice. Staffing numbers had increased to support the needs of residents.

Activities were supported by the home's activities coordinator, as well as one-to-one support from staff. People had been encouraged to have regular contact with their families through telephone calls, letters, and Skype calls. Visits to the home had been re-established in line with the published guidance.

We provided the service with some guidance on areas of infection control, including the promotion of hand hygiene with residents, the storage of linen and use of appropriate cleaning products.

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 prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

Ashford House care home, Bridge of Allan

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

We inspected the service on 12 June 2020 and issued a letter of serious concern. We carried out a further visit to the home on 15 June to follow up on the requirements made in our letter of serious concern issued on 12 June 2020, the findings of which were outlined in our report laid before Parliament on 24 June 2020.

We carried out a further visit on 22 July 2020. This was carried out with colleagues from NHS Public Health.

Staff were wearing appropriate PPE for the tasks they were undertaking. Learning and training about PPE was progressing and we found staff were knowledgeable and confident in their use of PPE to keep people safe.

Communal areas were clean and homely in appearance, with spacing of seats and furniture to help with social distancing. Care staff supported people to keep their hands clean. Staff understood these measures reduced the risk of cross infection.

We found the level of cleanliness in the home was of a good standard.

Staff knew people well and interactions we observed were caring, compassionate and enjoyable for people. Staff had time to meet people's basic care needs, but

more time was needed for staff to engage in conversations and activities with people.

We will continue to work with the provider group and the health and social care partnership to support and monitor improvements.

Evaluations

We did not award evaluations as this was a follow-up inspection.

Abbey House Residential care home, Kirriemuir

Abbey House Residential care home is registered to provide care to 15 older people. The provider is Jillian Faloon.

We carried out an unannounced inspection of the care home on 23 July 2020 with colleagues from Healthcare Improvement Scotland.

People living at the service were well cared for and happy with the service they received. Staff demonstrated respect and kindness in their interactions. There was evidence that people were being supported in a variety of ways to maintain contact with their loved ones.

People received the personal care that they required, however there were not sufficient staff to ensure people were meaningfully engaged in activities. As a result, people spent extended periods sitting either in their bedroom or the day area watching television.

The accommodation was clean, and we observed that an enhanced cleaning schedule was in place in relation to COVID-19. However, infection prevention and control measures were compromised as there were areas of the home that required refurbishment and some equipment was in a poor state of repair, making it difficult to clean effectively.

Arrangements for the management of laundry needed to improve as current practice did not meet health and safety or infection prevention and control standards.

We observed staff to be wearing correct PPE, but this was not always used appropriately and there was little or no assessment of staff competence. COVID-19 guidance was available for staff and staff demonstrated an awareness of this, however the required training had not been completed.

Staff adhered to social distancing measures and they encouraged people living at the home to do so wherever possible. We observed notices to remind people to socially distance throughout the accommodation.

We will undertake a follow-up visit to check requirements have been met and improvements 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 prevention and control practices – Weak
QI 7.3 Staffing arrangements – Adequate

Pine Villa nursing home, Loanhead, Mid Lothian

Pine Villa nursing home in Loanhead is registered to provide care to 19 older people. The provider is Mansfield Care Limited.

We carried out an unannounced inspection of the care home on 23 July 2020 with Healthcare Improvement Scotland and NHS Public Health.

Activities in the service were designed to meet people's needs and interests. There was good communication about the impact of COVID-19, which was helping people who live in the home and staff to keep up to date with changes.

People using the service were offered appropriate support to reduce the risk of infection and staff made every effort to ensure people's wellbeing was maintained.

There were adequate supplies of PPE and we observed staff using this appropriately, helping to keep people safe.

Personal plans reflected people's rights, choices and wishes and guided staff to care and support people well, including at the end of their lives.

There were three rooms that are registered as double rooms. The use of shared rooms increases the risk of transmission of infection. We asked the provider to review the use of double rooms.

The arrangements for the safe disposal of waste did not reflect best practice.

Communal areas were not all arranged to allow for appropriate social distancing. We asked that changes were made to the layout of rooms to reduce the risk of the transmission of infection.

There were sufficient staff to respond to the needs of people. Staff felt well supported enabling them to provide good care and support. Overall, staff were responsive to the changing needs of people who told us they felt well cared for.

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 control practices – Adequate
QI 7.3 Staffing arrangements – Good

Lythe Home, Cullen.

Lythe Home is registered to provide care to 32 older people. The provider is Lythe Home, a partnership.

We carried out an unannounced inspection of the care home on 27 July with Healthcare Improvement Scotland.

People living in the service appeared well and were being supported to implement social distancing during lockdown. Garden visits had commenced and there was a focus on helping people maintain contact with their families. We highlighted that people who spend time alone in their bedrooms had reduced opportunities for meaningful engagement and access to food and fluids out with planned times.

The home was clean and the latest guidance on COVID-19 was accessible. Cleaning schedules had been increased and laundry services were found to be of a good standard. Staff were correctly using PPE and adhering to good infection prevention and control practice. However, the infection prevention and control policy had not been updated to include Health Protection Scotland COVID-19 Information and Guidance for Care Home Settings.

The number of staff on duty was sufficient to meet people's needs. Staff morale was good and they felt supported. We found that not all staff had completed training in infection prevention and control.

We will undertake a further visit to monitor progress.

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

Florabank, Haddington, East Lothian

Florabank care home in Haddington, East Lothian, is registered to provide care to 22 older people. The provider is Florabank Home Limited.

We carried out an unannounced inspection on 27 July 2020 with Healthcare Improvement Scotland and NHS Lothian.

People were being supported by staff who had a warm and compassionate approach. People were comfortable and well looked after and this was confirmed by people we spoke with. During a mealtime, support was offered and provided to people in a sensitive and reassuring manner.

The staff had developed summary support plans (COVID-19 plans) including anticipatory care plans, which were of a good standard. The plans helped staff to know what was important to people and how to care for and support them well. The plans were regularly evaluated, with appropriate assessments in place that used advice and guidance from external health professionals.

The environment was clean, and the home had a housekeeping cleaning schedule in place that was monitored daily and overnight. Additional infection prevention and control measures such as cleaning equipment before and after use was carried out by care staff.

After receiving recent advice from NHS Lothian about better supporting people to socially distance, staff had implemented this by re-arranging furniture.

Staff had good knowledge about the use of PPE and infection prevention and control practices, but would benefit from having this refreshed. We signposted the home to additional resources they could use.

There had been some issues with staffing levels, however this had improved and had included proactive use of the Scottish Social Services Council (SSSC) recruitment portal. There were sufficient staff members and skills mix to meet the needs of people living in the home and people told us they knew and trusted the staff.

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

Gowrie House nursing home, Kirkcaldy

Gowrie House Nursing Home is registered to provide care for 60 older people. The provider is Roseguard Properties Limited, a member of the Four Seasons Health Care Group.

We carried out an unannounced inspection of the care home on 8 July 2020 and we identified significant concerns and issued a serious concerns letter. We visited the home on the 10 July 2020 to follow up on the requirements detailed in the letter of serious concern. The findings were outlined in our report laid before Parliament on 22 July 2020. We completed a further visit to the service on 24 July 2020 to follow up on the improvements required in the home.

We found that significant progress had been made by the provider to address the requirements detailed in the serious concerns letter issued to the provider on 8 July 2020. This was in relation to staff practice and the correct wearing of PPE, social distancing and the overall cleanliness of the building. Staff had received training in Covid-19, the correct use of PPE, and infection prevention and control.

We also observed that there had been further action taken to improve the overall cleanliness of the building.

We observed that the staff were now monitoring fluid intake for people and they had implemented a process to record this that ensured that staff were able to record and monitor individuals' fluid intake and ensure these were appropriate.

We will continue to work with the health and social care partnership and NHS Public Health to monitor the home.

Evaluations

We did not award evaluations as this was a follow-up inspection.

Cathay nursing home, Forres, Moray

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 of the service on 12 June 2020, the findings of which were outlined in our report laid before Parliament on 24 June 2020. We carried out a further visit to the service on 27 July 2020. At this inspection, we assessed progress in relation to improvements that were required.

We found that staff were receiving improved training and support to understand and consistently implement infection prevention and control guidance. This had led to improved outcomes for people living in the care home. For example, people were receiving better quality support to socially distance.

The home was clean and tidy and PPE and hand washing facilities were available. However, we observed some practices that were not in line with current guidelines. This related to the cleaning of equipment, the management of used linen, cleaning equipment used and keeping accurate cleaning records. All staff need to understand the principles of infection prevention and control practice and consistently follow COVID-19 guidance to protect people's health and wellbeing.

The manager and senior staff need to continue with the work they are doing to help ensure consistent implementation of COVID-19 guidance.

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

Evaluations (Grades)

We did not award evaluations as this was a follow-up inspection.

Wallacetown Gardens care come service, Ayr

Wallacetown Gardens care home is registered to provide care to a maximum of 20 adults aged 18 years and over. The service is operated by Heathfield Care and Residential Homes Ltd.

We carried out an unannounced inspection of the care home on 29 July 2020 with Healthcare Improvement Scotland and NHS Ayrshire and Arran.

We found the home to be clean, tidy, and well maintained. Enhanced cleaning schedules were in place and this included two-hourly cleaning of touch points throughout the home.

PPE supplies were good and were available for staff throughout the home. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. We observed staff wearing the appropriate PPE in line with guidance.

Staff were promoting social distancing and supporting people to do this. We observed staff managing this sensitively when required. People were able to freely move around the home and use the outdoor space available.

People were being supported by the staff to maintain contact with family and relatives using technology. Visiting had begun in the garden with a system in place to manage this in line with the current guidance.

We found the staffing arrangements were sufficient to meet the needs of the people receiving care in the service. Staff we spoke to were positive and knowledgeable about the people they supported in the service.

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

Alexander House, Crossgates

Alexander House care home is registered to provide care to 44 older people. The provider is Kingdom Homes Ltd.

We carried out an unannounced inspection of the care home on 28 July 2020 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.

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.

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 – Good

QI 7.3 Staffing arrangements – Good

Antiquary House, Arbroath

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

Following an initial inspection of the service on 10 June 2020, the findings of which were outlined in our report laid before Parliament on 24 June 2020, we made a further visit to the home on 28 July 2020 to follow up on improvements required.

We found the management had taken action to make the necessary improvements.

The home was clean and provided a safe environment. The service followed current COVID-19 information and guidance with appropriate signage around the home. We observed staff using PPE appropriately and putting in place good infection prevention and control practice. PPE was disposed of safely.

During the visit, we observed good support of people's wellbeing.

Evaluations

We did not award evaluations as this was a follow-up inspection.

Riverside nursing home, Aberdeen

Riverside nursing home in Aberdeen is registered to provide care to 42 older people. The service is operated by Craigard Care Ltd.

Following an initial inspection of the service on 18 June 2020, the findings of which were outlined in our report laid before Parliament on 24 June 2020, we completed a further visit to the home on 29 July 2020 to follow up on improvements required.

People who live in the home were treated with dignity and we observed quiet, respectful conversations between staff and the people they support.

The cleanliness of the home had improved since our last visit, however there were ongoing issues with odour that need to be addressed. PPE was available for staff at the point of use and staff understood the importance of its use. We were pleased to note an improvement in the use and safe disposal of PPE.

An infection prevention and control policy had been developed, but it had not been shared with staff and had therefore had little impact on service delivery. It was not clear who was responsible for planning and implementing the required improvements and this resulted in a lack of sustained progress.

We will undertake a further visit to the home to follow up on improvements required.

Evaluations

We did not award evaluations as this was a follow-up inspection.

Headquarters

Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

web: www.careinspectorate.com

email: enquiries@careinspectorate.com

telephone: 0345 600 9527