

Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 14 October 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 30 September 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.

Orchard House Nursing Home, Carluke

Orchard House Nursing Home is a care home registered to provide care to 44 older people. The service provider is Enhance Healthcare Limited.

We carried out an unannounced inspection of the care home on 21 September with Healthcare Improvement Scotland and NHS Lanarkshire.

We observed compassionate and respectful engagement with people. People were supported to maintain contact with friends and family using technology and outside visits. Relatives and people experiencing care were very positive about the care provided and communications they received.

There was sufficient supply of PPE equipment. Staff were trained and informed about PPE, Covid-19 and infection prevention and control. There was a lack of awareness around the proper use of cleaning products. The cleanliness of mattresses and equipment was not satisfactory. There were weaknesses in the quality assurance processes.

We observed that communal areas around the home had been adapted for social distancing. However, this was not consistently happening and was rectified during our visit.

Staffing levels were sufficient to provide the care needed for people's health and wellbeing. We saw people participating in activities however more training for staff was needed to further improve opportunities for people.

We informed South Lanarkshire council health and social care partnership of our findings.

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 prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Elderslie Care Home, Paisley

Elderslie Care Home is registered to provide care to 120 older people. The service is operated by Advinia Care Homes Limited.

We carried out an unannounced inspection of the care home on 22 September with Healthcare Improvement Scotland.

The care provided was kind and compassionate, and people's needs and preferences were well known by the staff. People who enjoyed the company of others were encouraged to do so and staff reminded them regularly about safe social distancing. People who preferred to stay in their rooms received regular wellbeing checks from staff.

People were supported to keep in touch with their families using a range of methods and window and garden visits were taking place.

Concerns were raised in relation to the cleanliness of the environment and the equipment used by people. The environment was generally clean however, the housekeeping schedules were not ensuring that all areas received an effective deep clean and that standards were maintained. An environmental plan was needed to ensure all furniture and equipment was fit for purpose.

We found the service had good supplies of PPE and staff knew how to access and use it appropriately. Staff were knowledgeable and informed about COVID-19 and current guidelines.

The staffing arrangements were sufficient to meet the needs of people living in the home. The provider should review the deployment and number of housekeeping staff to ensure that there are enough staff to keep the home clean and infection free.

We informed Renfrewshire health and social care partnership of our findings.

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 – Adequate

Guthrie House, Edinburgh

Guthrie House is a care home registered to provide care to 88 older people. The provider is Guthrie Court Limited, a member of the Four Seasons Healthcare Group.

We carried out an initial inspection of the service on 1 September when we issued a letter of serious concern to the provider, which detailed action that the home must take. We made a further visit to the service on 3 September to follow up. The findings were outlined in the report laid before parliament on 16 September. We carried out a further inspection on 22 September with NHS Lothian.

At the initial inspection, people did not have sufficient access to fluids and were not supported promptly when in pain and distress. We were concerned about the care of residents, cleanliness of the environment and equipment, compliance with infection prevention and control, and staffing levels.

When we visited on 22 September, there was no improvement in the support offered to individuals experiencing pain or distress. Medication administration procedures were weak. There was no improvement in the quality of documentation relating to the support provided. We observed that fluids were available in some areas.

Several areas in the home were not clean and were contaminated. PPE supplies were available but there was poor compliance with the management of clinical waste. Staff had received training on COVID-19 and infection prevention and control however, their practice did not fully comply with current guidance.

We found no improvement in staffing arrangements.

Due to the continuing significant concerns and lack of improvements, we issued an improvement notice to the provider on 23 September.

We met with Edinburgh health and social care partnership to inform them of our findings. They have offered full support to the service to ensure improvements are met.

We will follow up on the requirements from the improvement notice.

Evaluations

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

Balhousie Huntly, Huntly

Balhousie Huntly is a care home registered to provide care to 65 older people. The provider is Balhousie Care Limited.

We carried out an unannounced inspection of the care home on 22 September with Healthcare Improvement Scotland.

People appeared well cared for and were treated with kindness and respect by staff. There was an emphasis on group activities for more able people, but they were not socially distanced. People were supported to maintain contact with relatives and friends using technology and garden and indoor visits. Knowledge and systems for managing medication was good but staff were unaware of the changes to medication management during the COVID-19 pandemic.

Some areas of the home needed redecorated and some soft furnishings were stained. The laundry service did not operate in line with infection control guidance. Vacated bedrooms had not been deep cleaned, and bedrooms prepared for new residents were not fully cleaned and ready.

Staff knew what they would do in the event of someone displaying symptoms of COVID-19. Staff were not following current guidance on infection prevention and control practices and were unable to access the latest guidance. Staff did not wash their hands frequently nor provide support to people to wash their hands. PPE was not used and disposed of in line with guidance. The service was unable to provide information on the numbers of staff who had completed infection control training, hand washing or PPE training.

There were sufficient care staff to meet the needs of people. The service did not have a staffing contingency plan in the event of absence of carers and nurses.

We informed Aberdeenshire health and social care partnership of our concerns and they have agreed to provide support to the service.

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 COVID19 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

ASC Orchard Court and Dalguise, Balbeggie

ASC Orchard Court and Dalguise is a care home registered to provide care to 24 people with learning disabilities. The provider is Advanced Specialist Care Limited c/o Balhousie Group.

We carried out an unannounced inspection of the care home on 15 September and returned to conclude our inspection on 16 September.

Personal plans were comprehensive but lacked appropriate guidance for staff. People were subject to high levels of physical restraint leading to poor outcomes for people and increased risks to physical injury and emotional wellbeing. We submitted adult protection referrals to the health and social care partnership.

We have served an improvement notice with requirements to reduce the use of physical restraint and improve training for staff to support people in more effective ways.

COVID-19 care plans had not been completed, meaning people's needs may not be effectively met by unfamiliar staff.

People were supported to maintain contact with family and relatives using technology, but contact was infrequent. People were supported to participate in activities that were meaningful for them within the home.

Cleanliness in the home was of an adequate standard but repairs and maintenance were required in some areas to prevent and control infection. Enhanced cleaning schedules were in place and this included regular cleaning of touch points.

Staff said they received training, but evidence of training undertaken was poor. However, staff were knowledgeable about COVID-19 and infection prevention and control.

PPE supplies were good and available for staff, and staff were using appropriate PPE in line with guidance.

Staffing levels had been increased to meet people's needs during the pandemic. However, staff lacked the knowledge and skills to meet people's complex needs as the training they had undertaken was not always suitable.

We informed Perth and Kinross health and social care partnership of the findings and our concerns, and they have agreed to provide support to the home.

We will undertake a follow-up inspection 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

Oxton House Residential House for Older People, Glasgow

Oxton House Residential House for Older People is a care home registered to provide care to 34 older people. The provider is Oxton House Residential Home for Older People.

We carried out an unannounced inspection of the care home on 23 September.

People were supported by staff to maintain contact with family and friends using technology. Visits took place in the garden and this was managed in line with current guidance. People were able to move around the home with social distancing measures in place. Opportunities for activities for people could be improved.

Personal plans had sufficient information to enable staff to meet people's health and care needs. A Covid-19 risk assessment was also in place to protect people from potential risk of harm.

The environment had been decluttered, and there was increased cleaning of frequently touched areas. Some areas of the home were tired and require to be refurbished to reduce the risk of infection transmission. A refurbishment programme was in progress.

There was concern about the cleanliness of some of the mattresses. These were being replaced. Some improvements needed to be made in relation to the management of the laundry. These began during our visit.

Staff were vigilant in ensuring infection prevention and control measures were adhered to. This included the appropriate use of PPE and hand hygiene.

Staff received training on infection prevention and control and were observed putting this into practice. We recommended regular competency assessments and refresher training to help embed practice.

The staffing arrangements were sufficient to meet the needs of people receiving care. Staff had time to provide care and support with compassion and engage in meaningful conversation and interactions with people.

We informed Glasgow health and social care partnership of our findings.

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 – Adequate

Lynemore, Grantown on Spey

Lynemore care home is registered to provide care to 40 older people. The provider is Parklands Limited.

We carried out an unannounced inspection of the care home on 24 and 25 September.

People living in the care home were satisfied with the care they received. Care staff were familiar with people's choices and preferences. Staff helped people to use technology to maintain contact with relatives. Families felt informed and involved in their relatives' care.

Communal areas were adapted to support people to socially distance. People were also spending more time in their bedrooms. While staffing was sufficient to meet people's needs, people would benefit from more support to participate in meaningful activities.

Families enjoyed garden and indoor visits. Visitors were enabled to visit when people were at the end of life. The service should ensure every visitor follows physical spacing and PPE guidance.

The environment was clean and uncluttered. Enhanced cleaning schedules were in place. Stocks of PPE were good and used appropriately. Senior staff monitored infection prevention and control measures.

Appropriate signage provided important infection prevention and control prompts for staff and essential visitors. There was good access to hand hygiene facilities.

Staff received regular training. They were knowledgeable about how COVID-19 should be managed.

There was a staffing contingency plan to help manage staff absences, holiday cover and unplanned shortages. Staff testing for COVID-19 was being undertaken in line with guidance.

We informed NHS Highland health and social care partnership of our findings.

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

Glenhelenbank Residential Home, Luncarty

Glenhelenbank Residential Home is a care home registered to provide care to 13 older people. The provider is Glenhelenbank Residential Home.

We carried out an initial inspection of the service on 1 July, the findings of which were outlined in our previous report laid before parliament on 8 July. We completed a further visit to the home on 24 September to follow up on the improvements that were required.

At the previous inspection, there were concerns around support planning and care monitoring for people, quality assurance, PPE, and arrangements and staff training in infection prevention and control. The home environment needed refurbishment.

At this inspection on 24 September, we saw adequate progress had been made but advised the manager that further improvements were needed. Staff had a friendly, warm manner and people appeared content and were enjoying their day. The atmosphere was relaxed and homely.

We found that people's summary support and anticipatory care plans were completed, and support to ensure people were getting enough to drink was now adequate.

The arrangements for the storage, use and disposal of PPE had improved. Not all staff had received recent training in infection prevention and control measures. This needed to be addressed. While some quality assurance tools had been put in place, these needed to be developed to ensure they were capturing all the relevant areas to ensure people are supported to keep safe.

We also discussed some immediate actions that could be taken for the refurbishment of the home.

We have Perth and Kinross health and social care partnership of our findings.

We will undertake a further visit to monitor progress.

Evaluations

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

Riverside Nursing Home, Aberdeen

Riverside Nursing Home is a care home registered to provide care to 42 older people. The provider is Craigard Care Ltd

We carried out an initial inspection of the service on 18 June and a subsequent inspection on 29 July. The findings were outlined in the reports laid before parliament on 24 June and 5 August. We completed a further visit to the home on 24 September to follow up on improvements required in relation to infection prevention and control.

On our follow-up visit on 24 September the accessibility and implementation of the infection prevention and control policy had significantly improved. The home was clean and provided a safe environment. Staff had received training in infection prevention and control, and we saw them implementing what they had learned. We advised that all new employees should complete infection prevention and control training during their induction period.

PPE was accessible and worn by staff appropriately, and systems were in place for safe disposal. New personal care equipment had been purchased to replace outdated, damaged equipment. An audit for monitoring the effectiveness of staff practice had been implemented.

Positive action had been taken to improve personal plans and the monitoring of people's hydration and nutrition. This work was ongoing, and the service should continue to progress improvements in plans for all aspects of people's care and support.

Leadership had improved and staff were working well together.

We informed Aberdeen City health and social care partnership of our findings.

Evaluations

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

Jewel House, Edinburgh

Jewel House care home is registered to provide care to 32 older people. The provider is City of Edinburgh council.

We carried out an unannounced inspection of the care home on 24 September with NHS Lothian.

People were supported by staff to maintain contact with relatives. Visiting was ongoing in the garden and first indoor visits had begun in line with current guidance.

People were supported by staff who were familiar with their choices, routines, and preferences. The home had put in place appropriate measures to maintain social distancing, as well as support for people to move around the home safely.

People were treated with thoughtfulness and respect. Feedback from families was positive and identified that staff were supportive of their relative.

We saw that people benefited from good links with external healthcare professionals. The service found this support very beneficial.

The home was clean and overall, well maintained. There were areas that could be tidier. Enhanced cleaning schedules were in place and included cleaning touch points throughout the home.

Staff were using appropriate PPE in line with guidance. We observed good management of PPE including storage, access, and disposal.

Appropriate signage was visible throughout the home and provided important prompts for staff and essential visitors.

Staffing levels were sufficient. The staff team did their best to ensure people were kept busy however, people's social needs were not always met when the activities coordinator was not working.

Staff were knowledgeable and informed about COVID-19 and current guidelines. Staff followed guidelines to a good standard.

We informed Edinburgh health and social care partnership of our findings.

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

Abbey Lodge Care Home, Glasgow

Abbey Lodge Care Home is registered to provide care to 80 older people. The provider is Abbey Healthcare Homes (East Kilbride) Limited.

We carried out an initial inspection of the service on 13 July, the findings of which were outlined in our report laid before parliament on 22 July. We completed further visits to the home on 4 August and 25 September to follow up on the improvements we required.

At the initial inspection, general cleanliness in the home needed to improve and staff required training about infection control practices. We found some improvements when we visited on 4 August.

We noted considerable improvement when we visited on 25 September. The home was clean and hygienic, daily cleaning schedules were in place, there were sufficient domestic staff on duty, and cleaning products were well organised and accessible to staff.

PPE supplies were available for staff. Staff had received training and were knowledgeable about infection prevention and control and COVID-19. Staff were more confident in their practice and managers were monitoring and supervising staff to ensure adherence to procedures.

These actions ensured that staff had the skills, knowledge and support to meet the needs of people receiving care and the service had met both outstanding requirements.

We informed South Lanarkshire health and social care partnership of our findings.

Evaluations

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

Whitefield Lodge Care Home, Lennoxton

Whitefield Lodge Care Home is registered to provide care to 57 older people and three people with physical disabilities. The provider is Four Seasons Homes No4 Limited, a member of the Four Seasons Health Care Group.

We carried out an unannounced inspection of the care home on 28 September. We issued a letter of serious concern to the provider on 28 September, which detailed immediate action that the home must undertake. This included improving safety and support for people, staffing numbers, practice in relation to infection prevention and control, and the cleanliness of equipment and environment.

We made further visits to the service with Healthcare Improvement Scotland on 2 and 5 October to follow up on the improvements that were required. Despite giving the service additional time to meet the requirements detailed in the letter of serious concern, these had not been met.

In addition, we were concerned about the management of nutrition and hydration. We observed that mealtimes were disorganised. We were not confident about the support people were getting to maintain their weight and hydration. Overall, we found that there was a lack of effective leadership and accountability within this service.

We issued an improvement notice to this provider on 8 October.

We informed East Dunbartonshire health and social care partnership of our findings who are providing 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?' – Unsatisfactory

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Unsatisfactory

QI 7.2 Infection prevention and control practices – Unsatisfactory
QI 7.3 Staffing arrangements – Unsatisfactory

Craigbank Care Home, Glasgow

Craigbank Care Home is registered to provide care to 61 older people. The provider is Advinia Care Homes Limited.

We carried out an unannounced inspection of the care home on 28 September with Healthcare Improvement Scotland.

People were supported by staff to maintain contact with family and friends through the use of technology. Feedback from families was very positive about the commitment of staff in caring for their relatives. Staff treated people with warmth and kindness. People moved freely around the home and enjoyed access to the garden area. We observed staff sensitively supporting people to keep a safe distance from one another.

Personal plans were clear and informative about how people should be supported by staff and COVID-19 plans were in place.

The home was clean, tidy, and well maintained overall. Enhanced cleaning schedules were in place and this included the increased cleaning of touch points to keep people safe. We observed good management of PPE including storage, access, and disposal.

The staffing arrangements were sufficient to meet the needs of people receiving care. Staff told us that managers were supportive and approachable.

Staff received training and were knowledgeable about COVID-19 and infection prevention and control.

We informed Glasgow city health and social care partnership of our findings.

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

Preston House, Glenrothes

Preston House care home is registered to provide care to 64 older people. The provider is Kingdom Homes Limited.

We carried out an unannounced inspection of the care home on 29 September.

People living in the home were supported by care staff who were familiar with their choices and preferences. People were supported to remain active, and one-to-one activities were taking place. The home had put in place appropriate measures to maintain social distancing.

People were supported by staff to maintain contact with family using technology and through garden and indoor visits.

The home was well maintained, very clean and tidy. Enhanced cleaning schedules were in place.

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

The staffing arrangements had been affected by recent staff absence and had at times been insufficient to meet the needs of the people receiving care in the service despite ongoing recruitment. Medication administration records were not completed consistently.

We have informed Fife health and social care partnership of our findings.

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 prevention and control practices – Very good

QI 7.3 Staffing arrangements – Adequate

Haydale Nursing Home, Glasgow

Haydale Nursing Home is a care home registered to provide care to 66 adults including older people and people with a learning disability. The provider is Advinia Care Homes Limited.

We carried out an unannounced inspection of the care home on 29 September.

People received a good level of care, and health needs were monitored frequently. External professionals supported people to remain well.

Staff supported residents to maintain contact with people in ways including garden visits, phone calls and technology and sought to offer meaningful activity to people's day.

Staff were kind, caring and attentive towards residents and there were enough staff available to support people. Equipment supported people to maintain independence and safety.

Staff completed training about COVID-19 and infection control practices. However, there were issues with some staff in relation to supporting residents with effective hand washing and some staff were wearing PPE incorrectly. PPE stations were available throughout the home.

Overall, most areas of the home were clean. Cleaning schedules were in place, but we did not see a clear overview of the enhanced cleaning schedule. Infection prevention and control audits were undertaken, but not as frequently as we would expect.

The service will be monitored to check improvements have been put in place.

We informed Glasgow city health and social care partnership of our findings.

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

Abbotsford Care, Fife

Abbotsford Care is a care home registered to provide care for 28 older people and 12 adults. The provider is Abbotsford Care (Glenrothes) Ltd.

We carried out an unannounced inspection of the care home on 29 September.

People living in the home were supported by staff who were familiar with their needs, choices and preferences. Adaptions to the use of communal space were made in order to maintain social distancing and in line with the specific needs of the different residents.

People were supported to stay both physically and mentally well, good use was made of the outdoor space and there was a range of indoor activities. An activity co-ordinator had recently been employed.

Contact with family and friends was maintained using technology and visiting was taking place in line with current guidelines. Families were kept informed of what was happening in the home and their feedback was positive.

The home was generally clean and well maintained. Enhanced cleaning schedules and additional domestic hours were in place.

PPE supplies and hand cleansing products were available for staff throughout the home. Staff had received training about COVID-19 and infection prevention and control, and they were using PPE appropriately. Staff knowledge was tested during supervision and spot checks of practice were taking place.

The staffing arrangements were sufficient to meet the needs of people receiving care in the service and had remained consistent over recent months.

We have informed Fife health and social care partnership of our findings.

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

Faithlie, Fraserburgh

Faithlie care home is registered to provide care to 35 older people. The provider is Aberdeenshire council.

We carried out an unannounced inspection of the care home on 29 September and completed the inspection on 30 September.

The home was clean, tidy and clutter free. People were being supported to remain active and use the outdoor space. Visiting had commenced and the service was following visiting guidance.

People were helped to understand the implications of the pandemic and were supported to keep themselves safe. This was having a positive impact on their wellbeing and helped reduce anxiety and distress.

The staffing arrangements were meeting the needs of the people receiving care in the service. Staff knew people well and were responsive to changes in their wellbeing. Referrals were made appropriately to health professionals.

PPE supplies were good and were available for staff. Staff had received training and were knowledgeable about COVID-19 and infection prevention control.

Effective systems were in place to monitor staff practice in infection prevention and control. This included hand washing, use of PPE and the disposal of clinical waste. The results of monitoring were used to make improvements when required.

We informed Aberdeenshire health and social care partnership of our findings.

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 prevention and control practices – Very good

QI 7.3 Staffing arrangements – Very good

Shoremill Care Home, Cromarty

Shoremill Care Home is registered to provide care to 13 older people. The provider is Sarina Duncan and Rita Portway, a partnership trading as Shoremill Care Home.

We carried out an unannounced inspection of the care home between 29 and 30 September.

Staff supported people to maintain contact with family using available technology within the home. Garden visits were taking place, however there was not a risk assessment to support safe visiting.

Care plans had not been reviewed during the pandemic. This meant there was no up-to-date guidance on how people would prefer to be supported. People's choices about how and where they wanted to be treated in the future was not recorded.

The home had adjusted the living and dining areas to make it easier for people to be socially distanced. People were not always supported with hand hygiene and safe social distancing.

The home looked clean and tidy. However, staff did not have clear guidance on how to clean the care home to help prevent and control the spread of infection.

Staff did not always follow current guidance on infection prevention and control. We observed that staff did not always wear appropriate PPE when providing support. PPE stations were available throughout the home alongside alcohol-based hand rub.

Staff did not have a good knowledge of infection prevention and control. Their training was not sufficient and needs to be improved.

There were not always sufficient levels of staff to provide the right care and support to people in a safe way. The service did not have a staffing contingency plan.

We informed NHS Highland of our findings and they will continue to provide support to the service.

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

Thistle, Dundee

Thistle care home is registered to provide care to 12 Adults with a learning disability. The provider is Cygnet (OE) Limited.

We carried out an unannounced inspection of the care home on 29 September.

We found people living in the home were supported to stay both physically and mentally well. They were able to have regular contact with family and friends. The home had put in place appropriate supports for people to maintain social distancing. The home was supporting people to eat and drink well, to engage in activities and access the gardens.

There was evidence of good working with other agencies. Good personal plans were in place that identified the support people needed. The service adhered to current COVID-19 information and guidance, and we observed staff using PPE appropriately.

The environment was being refurbished and redecorated. We highlighted some areas in the home that needed to be decluttered to help effective cleaning. In addition, some areas required to be cleaned more effectively after use. We recommended that waste bins contain a liner to ensure safe disposal of waste.

Staff were trained and were knowledgeable about COVID-19 and infection prevention and control. Staff reported good support from management in the home, which was visible in its leadership, giving guidance, direction and support to the team.

We informed Dundee health and social care partnership of our findings.

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

Braid Hills Nursing Centre, Edinburgh

Braid Hills Nursing Centre is a care home registered to provide care to 95 older people and 24 adults with a physical disability. The provider is BUPA Care Homes (ANS) Limited.

We carried out an unannounced inspection of the care home on 29 September and 1 October with NHS Lothian.

People were supported to maintain contact with family and relatives using technology although this varied across the five units. Both indoor and outdoor visiting was in place in line with current guidance.

Individual care plans and assessments were in place but these did not always reflect the care and support people required.

People were being supported to remain active, however there were limited one-to-one and group activities taking place.

On 29 September, we raised concerns with the provider about the cleanliness of the environment and the equipment used by residents. When we visited on 1 October, good progress had been made with the cleanliness of the environment. However, there remained a concern about equipment being cleaned effectively. The disposal and uplift of general and clinical waste in an outdoor area of the premises was creating an environmental risk.

Staff did not fully understand or comply with current guidance about infection prevention and control practices. Not all staff were knowledgeable and informed about COVID-19 and current guidelines, and some did not always follow the guidelines for hand hygiene and use of PPE.

PPE was not stored properly. Some PPE signage around the home was out of date. Although the staffing arrangements were sufficient to meet the needs of the people receiving care in the service, staff were not always deployed effectively.

We informed Edinburgh health and social care partnership and NHS Lothian of findings. They have agreed to provide support with infection prevention and control practices and training 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?' – 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

Wellmeadow Lodge, Newton Mearns

Wellmeadow Lodge care home is registered to provide care to 84 people. The provider is Care UK Limited.

We carried out an unannounced inspection of the care home on 29 September with Healthcare Improvement Scotland. We completed the inspection on 30 September.

People were supported by staff to maintain contact with family and friends, including outdoor visiting and using technology. Feedback from families was generally positive and reflected that they felt informed and involved in their relatives' care.

Staffing levels were not adjusted to meet people's changing needs. This resulted in a poorer level of support for some residents. The service did not have an effective contingency plan in the event of staff absence.

Enhanced cleaning schedules were in place. Although the environment appeared to be clean, some care equipment had not been cleaned thoroughly. Some areas of the home required refurbishment to reduce the risk of infection transmission.

The service had an adequate supply of PPE. However, staff did not always follow guidance on the correct use of it. The lack of PPE stations resulted in reduced accessibility and ease of disposal. Staff had not received training specific to COVID-19 and this impacted on their day-to-day practice. Further training on infection prevention and control precautions was also required.

Personal plans require improvement as some key elements of people's care and support were omitted or inaccurate. Individual care plans specific to COVID-19 were not in place. People had anticipatory care plans in place that clearly detailed the support they wished to receive at the end of their life.

We informed East Renfrewshire health and social care partnership of our findings 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

Cowdray Club, Aberdeen

Cowdray Club care home is registered to provide care for 35 older people. The provider is Renaissance Care (No1) Ltd.

We carried out an unannounced inspection of the care home on 29 September.

People who used the service were being very well cared for in a homely environment. Staff knew people's needs and preferences and people looked relaxed with those providing their support.

People were supported by the staff to maintain good contact with family and friends. Garden and indoor visits with family were in line with the current guidance and families were kept properly updated.

Staff encouraged and enabled people to be active both individually and in groups whether they were in communal areas or in their own rooms.

Measures were in place to maintain social distancing as well as support for people to move around safely.

The home was very clean and clutter free. Enhanced cleaning schedules were in place. PPE supplies were plentiful and were available throughout the home. All staff had received training and were knowledgeable about COVID-19 and infection prevention and control. We observed staff carry out safe infection control practice throughout our inspection.

Staff levels were appropriate to meet people's needs. Extra staff, including nurses had been employed to ensure a good staff skill mix, appropriate to the layout of the building.

We informed Aberdeen city health and social care partnership of our findings.

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 prevention and control practices – Very Good

QI 7.3 Staffing arrangements – Very Good

Peebles Nursing Home, Peebles

Peebles Nursing Home is a care home registered to provide care to 31 older people. The provider is Mansfield Care Ltd.

We carried out an initial inspection of the service on 12 August, the findings of which were outlined in the report laid before parliament on 19 August. We carried out a further visit to the home on 29 September and issued a letter of serious concern to the provider. We completed a further visit on 5 October to follow up on the improvements that were required. A representative of NHS Scottish Borders accompanied us on both recent visits.

At the previous inspections in August, we were concerned about staffing levels, care and support, and some infection prevention and control measures.

When we visited on 5 October, the improvements we required in relation to staffing were in place and there were enough staff to ensure responsive care, including medication administration. We also found that the provider had acted to improve the management of hygiene waste. There were informative care plans to support staff to care for people, taking account of their wishes.

Further actions by the provider were required to ensure improvement can be sustained. Further training and support for staff around infection prevention and control was needed because there were still inconsistencies in practice.

We informed Scottish Borders health and social care partnership of our findings. The health and social care partnership was providing support to the service to develop and improve infection prevention and control practice.

We will undertake a further visit to monitor progress.

Evaluations

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

Westfield, Lockerbie

Westfield care home is registered to provide care to 40 older people. The provider is Mead Medical Services Ltd.

We carried out unannounced inspection of the care home on 23 and 29 September with Healthcare Improvement Scotland.

On our first visit, we were concerned about cleanliness of equipment used for residents within the home. Staff were not following appropriate PPE practice or frequent hand washing standards.

On our second visit, we found the home had been deep cleaned and equipment either cleaned or replaced. The service provider demonstrated its commitment to address issues identified.

People were supported by staff who were familiar with their choices, preferences and needs and there were sufficient staff to meet their needs. Each bedroom had an external door to the secure garden area that allowed relatives to visit, in line with current guidance.

People were being supported to remain active with a range of one-to-one activities that met social distancing guidance. Families were informed and involved in their relative's care. Care plans required more work to improve the information.

Staff training and supervision were not up to date. The most up-to-date infection prevention and control guidance was not available to staff. Staff were uncertain when asked about infection prevention and control, and laundering procedures and standards.

Additional support was provided by the district nursing service, which supplied staff with information about some basic PPE procedures and practice. The service introduced an infection prevention and control observation audit to evaluate effectiveness of the practice and standards of PPE usage.

We shared our findings with Dumfries and Galloway health and social care partnership.

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 – Adequate
QI 7.2 Infection control practices – Weak
QI 7.3 Staffing arrangements - Weak

Deanston House Nursing Home, Coatbridge

Deanston House Nursing Home is a care home registered to provide care to 33 older people. The provider is Enhance Healthcare Limited.

We carried out an unannounced inspection on 30 September with Healthcare Improvement Scotland. We visited again on 5 October to follow up on concerns identified in relation to care cleanliness and infection prevention and control measures.

Overall, we found a good standard of care provided to support resident's physical and mental wellbeing. Staff worked hard to make sure they spent regular time with people who were isolating. They engaged with them in meaningful ways. People were encouraged to keep in contact with their families using technology and window visits.

There were sufficient staff to meet the needs of people, and care staff were familiar with people and their needs.

We were satisfied that actions had been taken to address our concerns about the cleanliness of furnishings and equipment. There was a sufficient supply of PPE. Staff had completed training in relation to COVID-19 and infection prevention and control, and they were adhering to social distancing.

On our visit on 30 September, housekeeping staff had been knowledgeable about laundering requirements and infection prevention and control. However, cleanliness in the home was not satisfactory. Some fixtures were worn and damaged, which meant that it was not possible to clean effectively. On our return visit on 5 October, work was being undertaken to rectify these issues. The home had also enhanced its system for internal audits of cleaning practices.

Care staff felt they were being well supported although supervision arrangements could be improved. There had been changes in management recently and good leadership was demonstrated.

We will undertake a further visit to monitor progress.

We informed the North Lanarkshire health and social care partnership of our findings.

Evaluations

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

Quality indicator (QI) evaluations - Adequate
QI 7.1 People's health and wellbeing: Good
QI 7.2 Infection prevention and control practices: Adequate
QI 7.3 Staffing arrangements: Good

Buccleuch Care Centre, Hawick

Buccleuch Care Centre is a care home registered to provide care to 53 older people. The provider is St Philips Care Ltd.

We carried out an initial inspection of the service on 29 June, the findings of which were outlined in the report laid before parliament on 8 July. We completed a further inspection on 1 October to follow up on the improvements that were required.

At the previous inspection, we found that there were not always suitably qualified and competent staff working in the service. We also identified the need to ensure that the environment was free from clutter and that room temperatures were regularly monitored to ensure comfort.

When we visited on 29 September, there were suitably qualified and competent staff working in the service. People experiencing care had their needs met in a timely manner.

The temperature in all areas was not excessively hot or cold. There were still areas for improvement; where storage needed to improve and where temperatures were not checked. To ensure that both these areas for improvement are fully met, the management agreed to improve how the checks are carried out, reported on and followed up.

We have informed the Scottish Borders health and social care partnership of our findings.

Evaluations

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

Braeburn, Edinburgh

Braeburn care home is registered to provide care to 18 older people. The provider is Braeburn Home.

We carried out an unannounced inspection of the care home on 30 September.

People were supported to maintain contact with relatives using technology, and visiting had taken place in line with current guidance. The feedback from families was positive.

People were supported by staff who were familiar with their choices and preferences. However, with the exception of mealtimes, people were isolated in their rooms. Communal areas of the home were adapted for social distancing, but there was a lack of active support to allow people to move around safely. The indoor and outdoor spaces were not used to support people who experienced stress and distress.

People were not supported to remain physically active. Some small group activities were taking place, however these happened infrequently.

The home appeared clean, tidy, and well maintained. However, cleaning schedules were not in place. There was no evidence of sufficient cleaning of touch points. Some areas of cleaning were neglected.

PPE supplies were good and available for staff. Staff did not always follow guidance on the correct use of PPE or adhering to social distancing guidance.

Staff did not fully understand or comply with current guidance on infection prevention and control practices. Staff had received infection prevention and control training but lacked knowledge about COVID-19. Staff practice was not being audited to ensure consistency and high standards.

We informed Edinburgh health and social care partnership of our findings.

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

Kingsgate Care Home, East Kilbride

Kingsgate Care Home is registered to provide care to 61 older people. The provider is Larchwood Care Homes (North) Limited.

We carried out an initial inspection of the service on 9 September, the findings of which were outlined in the report laid before parliament on 30 September. We completed a further visit to the home on 30 September to follow up on the improvements that were required.

On 9 September, staff training about infection prevention and control was not evident in practice. There was a high level of unobserved falls and a lack of activities for people. The cleanliness of mattresses and equipment needed to improve. Communication with families was not effective.

By the time of our follow-up visit on 30 September, some progress had been made. Some of the equipment had been replaced and cleaning schedules had been implemented. Residents were able to use the dining rooms at mealtimes.

We found that only one of the seven requirements we made had been met. This was in relation to training and equipment for aerosol generating procedures. We remained concerned about the quality of staffing, healthcare needs, falls prevention and management, cleanliness of equipment and staff knowledge about cleaning procedures. We issued an improvement notice detailing the actions now required by 2 November 2020.

South Lanarkshire health and social care partnership has been informed and is putting support into the service.

We will undertake a further visit to monitor progress with the improvement notice.

Evaluations

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

Duncraggan Care Home, Glasgow

Duncraggan Care Home is registered to provide care to 24 older people. The provider is Keane Premier Healthcare Limited.

We carried out an unannounced inspection of the care home on 30 September with Healthcare Improvement Scotland.

Staff were aware of the possible symptoms of COVID-19 and were responsive to changes in people's health. People's support needs were recorded in a COVID-19 health and wellbeing support plan. Anticipatory care plans were in place for people receiving care. People had good contact with family and relatives using technology. Visiting was taking place in the garden line with the current guidance.

The home had put in place appropriate measures to maintain physical distancing and people remained active. People were well supported by care staff who were familiar with their choices and preferences. We observed that people had good access to food and fluids throughout the day.

The general environment of the home appeared clean, but we identified serious concerns regarding a range of infection prevention and control measures. These included concerns about cleanliness of residents' equipment; the use, storage and safe disposal of PPE; cleaning of equipment; availability of handwashing facilities; and chipped paintwork that made cleaning difficult and increased the potential for infection.

Staff were not consistently completing the daily cleaning schedule. They were not following current guidance on cleaning and decontamination of re-usable equipment.

Staff had received infection prevention and control training and were knowledgeable and informed about COVID-19 guidelines, however we observed some inconsistencies in practice.

The staffing arrangements were sufficient to meet the needs of the people receiving care in the service. Staff were positive and knowledgeable about the people they supported in the service. Staff said there was good team working and that they felt well supported by the management team.

We informed South Lanarkshire health and social care partnership of our findings.

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 – Good

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements - Adequate

St. Raphael's Care Home, Edinburgh

St. Raphael's Care Home is registered to provide care to 63 older people. The provider is Viewpoint Housing Association Ltd.

We carried out an unannounced inspection of the care home on 1 October with Healthcare Improvement Scotland.

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

The home had appropriate measures to maintain social distancing, as well as support for people to move around each unit and use the outdoor space available.

Aspects of the home's usual activity programme that could continue were taking place. There were new one-to-one activities that had been developed to support people through the pandemic. Families were informed and involved in residents' care.

People were supported by care staff who were familiar with their choices and preferences.

The home was clean, tidy and well maintained. Enhanced cleaning schedules were in place and this included touch points throughout the home.

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

The staffing arrangements were sufficient to meet the needs of the people receiving care in the service.

We informed Edinburgh health and social care partnership of our findings.

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 prevention and control practices – Very good

QI 7.3 Staffing arrangements - Very good

Rowandale Nursing Home, Glasgow

Rowandale Nursing Home is a care home registered to provide care to 28 older people. The provider is Forth Care Limited.

We carried out an initial inspection of the service on 28 July and follow up visits on 31 July and 25 August. The findings of these visits were outlined in the reports laid before parliament on 19 August and 2 September.

We completed a further visit out on the 1 October.

When we visited on 1 October, we found significant improvements in the standards of infection prevention and control, and the cleanliness of the home and care equipment. This included an increase in domestic hours to maintain a clean and hygienic setting. We also found improvements in how the service monitored and assessed the quality of the environment in line with current infection control guidance.

We informed Glasgow city health and social care partnership of our findings.

Evaluations

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

Ashford House, Bridge of Allan

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

We carried out an initial inspection of this service on 12 June and issued a letter of serious concern to the provider. On 15 June, we carried out a follow-up visit to look at seven requirements made in the letter. We found considerable improvements had been made and the required improvements were met. The findings of these visits were outlined in the report laid before parliament on 24 June.

On 22 July and 1 October, we completed two further visits to the home to be assured that improvements were sustained and to monitor further improvements we required to be made.

Staff supported people with compassion and kindness. There was good communication between the service and families. Links were established to obtain support and advice from health and social work colleagues.

The home was welcoming, clean and well maintained. Improved enhanced cleaning schedules were in place.

Individuals had COVID-19 summary plans but these did not fully detail how people's health, welfare and safety needs would to be met.

Staff training had progressed and staff were motivated to improve their knowledge and understanding.

Some quality-assurance tools were in place but these needed to be developed further to ensure people are supported to keep safe and well.

The management team was committed to making the required improvements, but further improvements were still needed to ensure that people are receiving care and support that meets their needs.

Clackmannanshire and Stirling health and social care partnership continues to work with the provider to support improvement in the service. We informed them of our inspection findings.

We will undertake a further visit to monitor progress.

Evaluations

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

Fairview House Care Home, Aberdeen

Fairview House Care Home is registered to provide care to 103 older people. The provider is Barchester Healthcare Limited.

We carried out an initial inspection of the service on 1 July, the findings of which were outlined in the reports laid before parliament on 8 and 22 July. We completed a further visit to the home on 1 October to follow up on improvements required.

At the initial inspection, we had identified that improvement was needed to support people to self-isolate who present with limited communication or understanding of COVID-19, and infection prevention and control practice.

By the time of our visit on 1 October, the service had developed and implemented risk assessments and procedures to ensure more effective communication and planning around this. Staff were knowledgeable about the implementation of these and the procedure for escalating to senior staff, should the individual plan not be effective to meet people's needs.

Infection prevention and control practice had been enhanced. Clinical waste bins were sited in individual bedrooms to support safe disposal of PPE. Shared equipment was cleaned after each use. We advised that a recording and monitoring system would help ensure consistency and accountability.

We informed Aberdeen city health and social care partnership of our findings.

Evaluations

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

Deanfield Care Home, Glasgow

Deanfield Care Home is registered to provide care to 50 older people. The provider is Advinia Care Homes Limited.

We carried out an unannounced inspection of the care home on 5 October with Healthcare Improvement Scotland.

People were supported to maintain contact with family and friends using technology. Feedback from families was very positive about the staff who cared for their relatives. Personal plans contained good information about how people should be supported, and COVID-19 care plans were in place.

People benefited from good links with external healthcare professionals.

We observed staff sensitively supporting people to keep a safe distance from one another.

While the environment was clean, the cleaning of care equipment could have been better. Increased cleaning of touch points throughout the home was in place to keep people safe. However, the cleaning of mattresses needs to improve to support good infection prevention and control practice.

Adequate supplies of PPE were in place. The management of PPE, including staff access and use of it, needs attention.

Staff had received training about COVID-19 and infection prevention and control. The learning from this was not always evident. Further work is needed to monitor and evaluate the impact on practice from the learning.

Staffing arrangements were sufficient. However, opportunities to provide meaningful activity for people needs to improve.

We informed Glasgow city health and social care partnership of our findings.

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 – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Earlsferry House Care Home, Elie, Fife

Earlsferry House Care Home is registered to provide care to 26 older people. The provider is Earlsferry House Care Ltd.

We carried out an unannounced inspection of the care home on 5 October.

People were supported to maintain contact with family and friends, although this could be improved upon. No visiting was taking place, except for people receiving end of life care.

People were supported by staff who were familiar with their needs. Staffing levels were not sufficient to enable people to remain active, stimulated or have access to the outdoors. This also impacted on those remaining in their rooms, those using communal areas and on mealtime experiences. Staffing numbers demonstrated a lack of understanding of the basic care needs of people. There was no assessment of dependency.

The home was generally clean and tidy, with a good standard of cleanliness in bedrooms, communal areas and the laundry. The kitchen/pantry area on the first floor would benefit from additional attention. Records of enhanced cleaning were not kept and there was a lack of managerial oversight.

There were not enough clinical waste bins throughout the home.

The service had adequate supplies of PPE. Staff received training about COVID-19 and infection prevention and control and were using PPE appropriately. Some staff had not yet completed the required updates to training.

We informed Fife health and social care partnership of findings 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 - Adequate

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements – Weak

Davidson House, Edinburgh

Davidson House care home is registered to provide care to 40 older people. The service is operated by the Salvation Army.

We carried out an unannounced inspection of the care home on 5 October and completed the inspection on 7 October. A member of NHS Lothian supported the inspection on both days.

Staff treated residents in ways that were kind and respectful, however there was limited evidence of people being supported socially or with activities. Staff helped residents use technology to stay in touch with people who were important to them. Visiting was organised outdoors and indoors in line with current guidance. Measures were in place to maintain social distancing.

On 5 October, cleanliness in some areas of the home was not satisfactory. We raised our concerns with the management team, however when we returned on 7 October this had not improved. This included cleanliness of both fixtures and furnishings. For example, mattresses required to be replaced and some equipment was dirty. The manager agreed to replace the mattresses immediately.

Most staff had been trained in infection prevention and control, including the correct use of PPE. However, this learning was not evident in their practice. Use of masks, gloves and good hand hygiene was not always consistent when supporting residents. Appropriate PPE was not always available at point of use and there was a lack of clinical waste bins.

The service relied heavily on agency carers. Some of these staff worked regularly in the home and appeared to know residents well. The service was in the process of recruiting for permanent staff.

We will undertake a further visit to monitor progress.

We informed Edinburgh health and social care partnership of our findings.

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

Cradlehall Care Home, Inverness

Cradlehall Care Home is registered to provide care to 40 older people and 10 people with learning disabilities. The provider is HC-One Limited.

We carried out an unannounced inspection of the care home on 5 October.

People and their families were satisfied with the care they received. Care staff were familiar with people's choices and preferences. Staff helped people to use technology to maintain contact with relatives. Overall, families felt informed and

involved in their relatives' care but stated that staff could take more initiative in facilitating regular contact.

Communal areas were adapted to support people to socially distance. People were also spending more time in their bedrooms. Staffing was sufficient to meet people's needs. People benefitted from a good range of meaningful activities.

Families enjoyed garden visits, and indoor visiting had started recently in line with current guidance. Visitors were enabled to safely visit when people were at the end of life.

The environment was clean and uncluttered. Minor repairs to some areas of the service were needed to ensure effective cleaning. Enhanced cleaning schedules were in place. Stocks of PPE were good and used appropriately. Senior staff monitored infection prevention and control measures.

Appropriate signage provided important infection prevention and control prompts for staff and essential visitors. There was good access to hand hygiene facilities. Staff hand hygiene after supporting people in communal areas needs to improve.

Staff received regular training. They were knowledgeable about how COVID-19 should be managed.

There was a staffing contingency plan to help manage staff absences, holiday cover and unplanned shortages. Staff testing for COVID-19 was being undertaken in line with guidance.

We informed NHS Highland health and social care partnership of our findings.

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

Lomond View, Cupar

Lomond View care home is registered to provide care to 50 older people. The provider is Barrogil Limited (Kingdom Homes).

We carried out an initial inspection of the service on 10 September, the findings of which were outlined in the report laid before parliament on 30 September. We completed a further visit to the home on 5 October, to follow up on the improvements that were required in relation to staffing levels, cleanliness and cleaning schedules, medication management and care and support plans.

Recruitment was in progress however, the staffing arrangements were not yet sufficient to meet the needs of the people receiving care in the service.

In order to maintain sufficient infection prevention and control in the home, enhanced cleaning schedules had been introduced. We found the standard of cleanliness had improved. The service had increased the hours for ancillary staff to maintain the cleanliness in the home.

Medication management training had been carried out however, we continued to find issues with the standard of record keeping.

The service needs to progress work on developing accurate care plans across the home. People's individual choices and preferences were not always reflected within care plans.

We will undertake a further visit to monitor progress.

We informed Fife health and social care partnership of our findings and they have agreed to provide support to the service.

Based upon our positive findings in relation to improvements in infection control practices we have re-evaluated quality indicator 7.2 about infection control practices from Weak to Adequate.

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

Cherry Oak Care Home, Edinburgh

Cherry Oak Care Home is registered to provide care to 19 older people. The provider is City of Edinburgh council.

We carried out an unannounced inspection of the care home on 6 October.

People living in the home were supported by care staff who were familiar with their choices and preferences. Staff were attentive and people were treated with kindness and respect. The home had measures in place to maintain social distancing but could make further improvements to enhance the communal space. One dining/lounge area did not offer any soft seating.

People were supported to maintain contact with family and relatives using technology. A system for both indoor and outdoor visiting was in line with guidance.

The staffing arrangements were sufficient to meet the needs of the people receiving care in the service. People were being supported to remain active, and one-to-one activities were taking place.

The home was clean with good cleaning routines in place. While parts of the home were clutter free, other areas impacted on people's ease of movement.

PPE supplies were available. While it was reported staff had received training, there were no records to support this. Staff were knowledgeable about COVID-19 and infection prevention and control and were using appropriate PPE.

We informed Edinburgh health and social care partnership of the findings.

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 - Adequate

Dounemount Care Home, Macduff

Dounemount Care Home is registered to provide care to 34 older people. The provider is Dounemount Care Limited.

We carried out an unannounced inspection of the care home on 6 October.

We found that people who use the service were well cared for in a homely environment. People living in the home were supported by a core group of staff who were familiar with their choices and preferences. The home had appropriate measures to maintain social distancing and were also supporting people to move around the home safely.

People were supported to maintain contact with family and friends. Visiting had begun in the garden in line with the current guidance.

People were encouraged to remain active but action was needed to ensure the one-to-one activities were relevant to each person.

Systems were in place to update families about their relatives' care and to relieve any concerns or worries they may have.

The home was very clean and enhanced cleaning schedules were in place.

PPE supplies were good and available throughout the home. We saw staff using PPE appropriately. Processes and practices should be updated including: reviewing the location of PPE and clinical waste bins; ensuring cleaning schedules are completed consistently; and raising awareness of correct handwashing techniques.

Staff had received training in infection prevention and control, and we saw this in practice.

Staff levels were appropriate to meet people's needs. 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 – Good
QI 7.2 Infection prevention and control practices – Good
QI 7.3 Staffing arrangements- Good

Seaforth House Ltd (Care Home), Dingwall

Seaforth House Ltd care home is registered to provide care to 22 adults with learning disabilities and/or physical and sensory impairments. The provider is Seaforth House Ltd.

We carried out an unannounced inspection of the care home on 6 October.

People were happy with the care they received. Care staff were familiar with people's choices and preferences. We observed kind and compassionate interactions between staff and people who live in the home.

Staff helped people to use technology to maintain contact with relatives. Feedback from families was very positive and they felt informed and involved in their relatives' care.

Communal areas were adapted to support people to socially distance. We observed good care and support at mealtimes, and staff supported residents with hand hygiene throughout the day. People were engaged in meaningful activities and had access to a pleasant outside space.

Families enjoyed garden and indoor visits. Visitors were enabled to safely visit when people were at the end of life.

Overall, the environment was clean and generally well maintained. There was an improvement plan for ongoing and future maintenance of the building. Appropriate signage was visible and provided important infection prevention and control prompts for staff and essential visitors. Access to hand hygiene facilities should be improved.

The service adhered to current COVID-19 information and guidance. We observed staff using PPE appropriately and practicing good infection prevention and control. Staff had been trained and were knowledgeable about COVID-19 and infection prevention and control. Staff testing for COVID-19 was being undertaken in line with guidance.

We informed NHS Highland health and social care partnership of our findings.

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

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