

Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 28 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 14 October 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.

Campsie Neurological Care Centre, Glasgow

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

We carried out an initial inspection of the service on 25 and 26 June, the findings of which were outlined in the report laid before parliament on 8 July. We completed a further visit to the home on 13 August to follow up on the improvements that were required. We issued a letter of serious concern to the provider on 14 August, which detailed immediate actions that the home must take in relation to the cleanliness of the home and infection control. We carried out a follow-up inspection on 19 August, the findings of which were outlined in the report laid before parliament on 2 September.

We carried out a further inspection of the care service over four days (29 and 30 September and 2 and 7 October) with Healthcare Improvement Scotland.

We found staff actively engaged in supporting people and people were treated with kindness and respect. The feedback from families was positive overall. Staff supported people to maintain contact with relatives using technology, however the availability of more technical equipment would be helpful.

Staffing arrangements were sufficient to meet people's needs. People were supported to maintain a basic level of activity within the limits of local COVID-19 related restrictions. Despite a high use of temporary staff, carers and nurses were familiar with people's choices and preferences.

People's risk assessments were up to date, but significant work was needed to improve the quality of care plans. Quality assurance processes needed significant improvement.

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

PPE supplies were good and easily accessible throughout the home. Staff were using PPE in line with guidance. Staff received training and had current guidance about COVID-19 and infection prevention and control. Residents were sensitively supported to maintain social distancing in communal areas.

Frequent changes in the management of this service meant that responsibilities were unclear and management processes were not robust. The new management team was motivated and experienced, but need time to effect sustainable, positive change.

We informed East Dunbartonshire 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

Florence House, Glasgow

Florence House care home is registered to provide care to 56 older people. The provider is Oakminster Healthcare Limited.

We carried out an unannounced inspection of the care home on 1 October in response to an anonymous complaint. We reported on the outcome of the complaint in line with our complaint processes. It was not upheld.

During this inspection, we also assessed the service in relation to infection prevention and control measures.

We found the general cleanliness of the environment and the equipment used by residents needed to be improved. Some areas of the home were clean and fresh and had been refurbished. In other areas furniture, flooring and handrails were broken and needed to be repaired. Toilet areas were cluttered. Access to some sinks for handwashing purposes was not possible.

Staff did not demonstrate a good understanding of or compliance with current guidance about infection prevention and control practices. PPE was not stored properly and not used in line with best practice. COVID-19 information and guidance were not up to date.

Staff did not always adhere to physical distancing guidance between themselves and people experiencing care.

We informed Glasgow city health and social care partnership of findings or 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 - Not inspected

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements - Not Inspected

Claremont Park Nursing Home, Edinburgh

Claremont Park Nursing Home is a care home registered to provide care to 34 older people. The provider is Claremont Park Limited.

We carried out an initial inspection of the service on 14 August with staff from NHS Lothian and Healthcare Improvement Scotland. We issued a letter of serious concern to the provider and made a further visit to the service on 17 August to follow up on the improvements we required. We issued an improvement notice on 26 August as the service had failed to progress the issues in the letter of serious concern. The improvement notice detailed required improvements to the cleanliness of the environment and equipment, infection control practices and the management and leadership of the service. The findings were outlined in the report laid before parliament on 2 September.

We carried out a further inspection on 7 October.

When we visited on 7 October, we found improvements in the cleanliness of the environment and equipment infection control practices and the use of PPE.

Management and leadership of the service, including assurance systems had also been improved. The requirements of the improvement notice had been met.

The home was clean, tidy and well maintained. Enhanced cleaning schedules were in place. PPE supplies were good and available for staff throughout the home.

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

Staffing arrangements were sufficient to meet the needs of people receiving care in the home.

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

Burnbrae, Falkirk

Burnbrae care home is registered to provide care to 28 older people. The provider is Falkirk council.

We carried out an initial inspection of the service on 24 August with staff from NHS Forth Valley. The findings were outlined in the report laid before Parliament on 2 September. We completed a further visit to the home, with NHS Forth Valley, on 8 October. This was to follow up on the improvements that were required in relation to the cleanliness and storage of care equipment, cleaning schedules and the environment.

On 8 October we noted significant improvements in the storage of and processes for cleaning care equipment for people living in the home. General cleaning records had improved but we advised the management team that there was further improvement needed.

The quality of the environment remains concerning. Refurbishment of communal bathrooms was planned, and the management had reported other required repairs to the provider.

The service was participating in the development and evaluation of a care home infection prevention assurance tool with NHS Forth Valley.

We have informed Stirling and Clackmannanshire health and social care partnership of our findings and they continue to work with the service to support improvements.

We will undertake a further visit to monitor progress.

Evaluations

This was a follow-up inspection. We did not change the service evaluations.

Craigieknowes, Perth

Craigieknowes care home is registered to provide care to 47 older people. The provider is Four Seasons Homes No4 Limited, a member of Four Seasons Health Care Group.

We carried out an unannounced inspection of the care home on 6 October with Healthcare Improvement Scotland and completed the inspection on 8 October.

People living in the home were supported by care staff who knew them well and measures were in place to support people to move around the home and to maintain social distancing within communal areas. People were supported to maintain contact with friends and families and visits were in line with current guidelines. Support plans directing the care of residents were adequate but required some improvement.

There was good information around the home on current guidance for infection prevention and control. Staff were using the appropriate PPE in line with guidance, however stations for easily accessing this equipment were not evident throughout the building.

The home appeared to be clean but overall décor was tired and in need of upgrading. There was a schedule for refurbishment which will improve the effectiveness of cleaning in the home.

The monitoring and improvement of staff competency about infection prevention and control was not carried out. Generally, training systems could be improved to demonstrate that staff are skilled and competent.

We found there were times when staffing levels did not appear to meet needs. Systems and processes for evaluating and setting safe and effective staffing levels needed to be improved to ensure sufficient staff were available.

We informed Perth and Kinross health and social care partnership 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

St Modans Care Home, Fraserburgh

St Modans Care Home is registered to provide care for 53 older people and 9 people with an acquired brain injury. The provider is St Modans Care Home Limited (Meallmore).

We carried out an initial inspection of the service on 13 August, the findings of which were outlined in the report laid before parliament on 2 September. We completed a further visit to the home on 08 October to follow up on the improvements that were required in relation to provision of meaningful activities, the assessment and management of falls and support for people who experienced distressed behaviours,

When we visited on 08 October, we found improvements in each of the required areas.

Systems for the assessment and management of falls had improved. The service had completed risk assessments for people who had a history of falls and taken action to reduce identified risks. We also found improvements in staff training and support for staff to manage falls.

Assessments had been completed to identify triggers that resulted in distressed behaviours, and these identified action that staff should take. Referrals had been made to the psychiatric service where appropriate, and staff were working with community psychiatric nurses to develop strategies to reduce stress and distressed behaviours.

The service had identified staff to co-ordinate activities for people. We could see that this had improved to include a range of activities to meet the interests of people living in the home.

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

Evaluations

This was a follow-up inspection. We did not change the service evaluations.

Eastleigh Care Home, Peterculter

Eastleigh Care Home is registered to provide care to 34 older people and one adult under the age of 65. The provider is Pepperwood Care (Management) Limited.

We carried out an initial inspection of the service on 31 August, the findings of which were outlined in the report laid before parliament on 16 September. We completed a further unannounced inspection of the care home on 9 October to follow up on the improvements that were required in relation to infection prevention and control.

On 9 October 2020, we found effective management oversight had led to improvements. Staff had received training and were knowledgeable about COVID-19 and infection prevention control. PPE was readily available throughout the home and staff were using the appropriate PPE in line with best practice guidance.

The home was clean, with cleaning charts in daily use and enhanced cleaning schedules in place. Signs had been introduced to alert when a shower or hoist had been cleaned and was ready for use.

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

We reviewed the evaluations for this care home based on our positive findings at this inspection. The updated evaluations are set out here.

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

Woodside Care Home, Aberdeen

Woodside Care Home is registered to provide care to 27 older people. The provider is Woodside Care (Aberdeen) Limited.

We carried out an unannounced inspection of the care home on 13 October 2020.

We found that people who used the service were well cared for in a homely environment. People looked relaxed around staff and staff knew people well. They were supported to maintain contact with family and friends. Essential and garden visits were enabled with a system in place in line with guidance.

People were encouraged to remain active and were supported to freely move around the home. One-to-one and socially distanced group activities were taking place and people regularly accessed the garden.

Systems were in place to update families regarding relatives' care and to discuss any concerns or worries.

The home was very clean. Enhanced cleaning schedules included frequent cleaning of touch points. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. Supplies of PPE were good and were available throughout the home. A review of the storage of PPE would be beneficial to maintaining good practice.

Staff levels were appropriate to meet people's needs and there was good team working. Staff said they felt supported by management.

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?' 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

Abbeyfield Extra Care House and Templeton House, Glasgow

Abbeyfield Extra Care House and Templeton House is a care home registered to provide care to 30 older people. The provider is Abbeyfield Rutherglen Society Ltd.

We carried out an unannounced inspection of the care home on 13 October with Healthcare Improvement Scotland. We issued a letter of serious concern to the provider on 14 October, which detailed immediate action that the home must take in relation to staff training, laundry management, PPE use, quality assurance and infection prevention and control measures.

We made a further visit to the service on 20 October to follow up on the improvements we required.

We found improvements had been made to meet some aspects of the serious concerns. The cleanliness of the environment and equipment had been improved.

The service had adequate supplies of PPE, but this was not always used correctly by staff. Some areas of the home required refurbishment to reduce the risk of infection transmission. Staff had not received training specific to COVID-19. Further training on infection prevention and control precautions, particularly PPE use, was required.

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

Individuals personal plans were of a poor quality, and this meant we could not determine how current care and support needs were being managed. Individual care plans specific to COVID-19 were not in place.

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

We informed South Lanarkshire health and social care partnership about 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

Abbotsford Care, Dunfermline

Abbotsford Care, Dunfermline (Headwell House) care home is registered to provide care to 48 older people and 12 adults with physical and sensory impairments or mental health problems. The provider is Abbotsford Care (Glenrothes) Ltd.

We carried out an unannounced inspection of the care home on 13 October.

People were supported to maintain contact with family and friends, and visits were taking place in accordance with current guidelines. Social distancing was in place whenever possible but, where it could not be maintained, risk assessments and additional measures were in place.

People were supported by staff who were familiar with their needs. Staffing levels were sufficient to enable people to remain active, stimulated and have access the outdoors. There was adequate support for people remaining in their rooms and in communal areas.

The home was generally clean and tidy, and the premises, furnishings and equipment were well maintained. Some floors and equipment would have benefitted from more deep cleaning. Enhanced cleaning was performed on frequently touched surfaces.

There was a good supply of cleaning equipment, products and solutions that were suitable for a range of cleaning purposes.

Staff received training about COVID-19 and infection prevention and control. Hand hygiene was not always performed after touch contacts with people. PPE supplies were adequate throughout the home.

We informed Fife health and social care partnership of 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

Auchtercrag Care Home, Ellon

Auchtercrag Care Home is registered to provide care to 71 older people. The provider is Daviot Care Limited (Meallmore Group).

We carried out an unannounced inspection of the care home on 13 and 14 October.

People were being supported to remain in contact with family and friends. Staff adhered to social distancing measures wherever possible. The level of staff available in communal areas meant that residents did not always receive support to socially distance.

Some areas of the environment did not meet the required standard of cleanliness. We provided guidance about the removal of clutter and soft furnishings in shared areas. Sufficient supplies of PPE were available. Although staff understood the correct use of PPE, some did not use it appropriately, and clinical waste was not always disposed of safely.

Staff were knowledgeable about the signs and symptoms of COVID-19 infection and knew what measures to take if these were identified. While there were good systems in place for cleaning and infection control, we saw that these systems were not always adhered to.

Most staff had completed initial COVID-19 training, and updated information was available to them. Further education about infection prevention and control would be beneficial.

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?' – 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

Broomfield Court, Glasgow

Broomfield Court care home is registered to provide care to 60 older people. The provider is Larchwood Care Homes (North) Limited.

We carried out an initial inspection of the service on 8 September with Healthcare Improvement Scotland. We issued a letter of serious concern to the provider on 8 September, which detailed immediate action the home must take. When we visited on 11 September, we found some progress had been made. The findings were outlined in the report laid before parliament on 30 September. We carried out a further inspection on 13 October with Healthcare Improvement Scotland to follow up on the improvements that were required.

When we visited on 13 October, we found significant improvement in the standard of cleanliness of the home and management of laundry. Some progress was evident with quality assurance and standards of infection prevention and control.

We advised management that further improvements were needed to audit records and logs to include signatures, dates and timescales. There were improvements in staff practice in relation to support planning and in activities for people living in the home. Work was ongoing to sustain improvement.

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

We will continue to monitor progress.

Evaluations

This was a follow-up inspection. We did not change the service evaluations.

Golfhill Care Home, Glasgow

Golfhill care home is registered to provide care to 105 older people. The provider is Advinia Care Homes Limited.

We carried out an initial inspection of the service on 8 September. The findings were outlined in the report laid before parliament on 16 September. We completed a further visit to the home on 13 October to follow up on the improvements that were required in relation to skin care and falls prevention.

When we visited on 13 October, we found that there were improvements in assessing and monitoring skin care with involvement from health professionals. All staff were undergoing further training on skin management. Improvements were still required in the assessment and monitoring of falls. Training was planned for falls management.

The service had identified champion roles for senior staff to support care staff in caring for people's skin and falls prevention.

We were satisfied with plans in place to take forward improvements to promote positive outcomes for people. We will review the impact of training and changes to staff practice at the next inspection.

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

We will undertake a further visit to monitor progress.

Evaluations

This was a follow-up inspection. We did not change the service evaluations.

Henderson House, Dalgety Bay

Henderson House care home is registered to provide care for 60 older people. The provider is Henderson Care Home Limited.

We carried out an unannounced inspection of the care home on 13 October.

People living in the home were supported by staff who were familiar with their needs, choices and preferences. Adaptations to the use of communal space had been made to maintain social distancing and in line with residents' needs.

People were supported to stay both physically and mentally well. Two activity coordinators were employed to plan and deliver social interaction.

Contact with family and friends was maintained using technology. The organisation had stopped visiting with the exceptions of window and essential visits, but indoor visiting was due to recommence on 19 October in line with current guidelines. Families were kept informed and feedback from families was positive

The home was clean and well maintained and enhanced cleaning schedules 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 were using PPE appropriately. Staff knowledge was tested through 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

Monkbarns, Arbroath

Monkbarns care home is registered to provide care to 67 older people

The provider is Balhousie Care Limited.

We carried out an unannounced inspection of the care home on 13 October.

We found people living in the home were supported to stay both physically and mentally well and to have regular contact with family and friends. The home had put in place supports for people to maintain social distancing. People were able to move around safely and were supported to eat and drink well and to engage in activities and interests.

There was evidence of good working with other agencies. Personal plans were in place and 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 required to be de-cluttered to help effective cleaning. In addition, some areas required to be cleaned more effectively after use.

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

We informed Angus 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

Braeside, Edinburgh

Braeside care home is registered to provide care to 70 older people. The provider is Royal Blind Asylum and School Trading as Sight Scotland.

We carried out an unannounced inspection of the care home on 14 October.

People's personal plans contained up to date information, and people were cared for by staff who were familiar with their choices and preferences. They were being supported by the staff to maintain contact with family and visits were taking place in line with the guidance. Families were informed and involved in their relatives' care and were positive about the quality of care provided. The home maintained social distancing.

The home was clean and tidy and cleaning schedules and guidance were in place. Some areas of the home had not been well maintained.

PPE was available but not always accessible and some staff did not follow best practice guidance on PPE use. Disposal of waste was not always in line with infection prevention and control guidance.

Staffing arrangements were sufficient, however some people said they did not receive prompt responses to their requests for support.

Staff practice was not appropriately audited to ensure effective compliance with best practice standards.

We informed the 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 – Good

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Collisdene Care Centre, Strathaven

Collisdene Care Centre is a care home registered to provide care to up to 40 people including 10 older people, 26 people who may have a learning disability and four people who may have physical disability or sensory impairment.

We carried out an initial inspection of the care home on 13 August with Healthcare Improvement Scotland. The findings were outlined in the report laid before parliament on 2 September. We made a further visit to the service on 14 October to follow up on identified areas for improvement in relation to staff training, care plans and activities for residents and infection prevention and control.

At our inspection on the 14 October, we found that good progress had been made in relation to our previous concerns. All staff had received COVID- 19 specific training and had completed relevant infection prevention and control training and were more confident in their practice. Managers were also monitoring and supervising staff to ensure adherence to procedures and best practice.

The service had made adequate progress towards developing meaningful activities for residents. Care planning had improved, and people's choices and preferences were being recorded in a way that would help staff to offer more personalised approaches to care.

Evaluations

This was a follow-up inspection. We did not change the service evaluations.

Sir Gabriel Wood's Mariners' Home

Sir Gabriel Wood's Mariner's Home is a care home registered to provide care to 35 older people and a maximum of 12 adults with Korsakoff's Syndrome. The provider is Sir Gabriel Wood's Mariners' Home.

We carried out an unannounced inspection of the care service on 15 October with Healthcare Improvement Scotland. We issued a letter of serious concern to the provider on 15 October that detailed immediate action that the home must take. We made a further visit to the service on 19 October to follow up on the improvements we had required.

When we visited on 19 October, we found the required progress had not been made by the service. Individual personal plans were of a poor quality and were not regularly evaluated and were not focused on outcomes for residents. There was a lack of family involvement and no regular opportunities for residents to engage remotely/virtually with family members.

There were ongoing concerns about the standard of the environment and the equipment used by residents. There were insufficient cleaning systems in place and issues with cleanliness of bedrooms and mattresses. Staff did not fully comply with best practice guidance on infection prevention and control. PPE was not stored properly, was not easily accessible nor was it used correctly by staff.

There was a lack of managerial oversight, quality assurance processes were not effective and needed to be improved.

Dependency tools were not used to determine the numbers of staff needed to provide appropriate support to all residents. The staffing arrangements were insufficient to meet people's needs.

Due to the lack of progress with requirements outlined in the letter of serious concern, we have issued an improvement notice to the home.

We informed Inverclyde health and social care partnership of our findings and concerns. They have agreed to continue provide support to the home.

We will undertake a further visit to follow up on the requirements for this service.

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

Templeton House, Ayr

Templeton House care home is registered to provide care to 69 older people. The provider is Windyhall Care Home LLP.

We carried out an initial, unannounced inspection of the service on 21 August, the findings of which were outlined in the report laid before parliament on 2 September. We completed a further visit to the home on 14 October to follow up on the improvements that were required in relation to the use of PPE.

On our follow-up visit, we found all staff had completed additional training on using PPE and had their competency assessed. The service had introduced systems to ensure ongoing compliance with PPE guidance. From our discussions with staff and observations during the inspection, we were satisfied that the service had fully met the requirement to improve staff understanding and practice on the use of PPE.

We reviewed the evaluations for this care home based on our positive findings at this inspection. The updated evaluations are set out below.

We have informed South Ayrshire 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

Castlehill Care Home, Inverness

Castlehill Care Home is registered to provide care to 88 older people. The provider is Simply Inverness Ltd.

We carried out an unannounced inspection of the care home on 15 October.

People living in the care home were happy 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 and visiting was supported in line with current guidance.

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 care needs.

Staff received regular training and were knowledgeable about how COVID-19 should be managed. Stocks of PPE were good but not always easily accessible in some parts of the home and staff did not always use or dispose of it appropriately. Immediate action was taken to address this.

There was limited signage to provide important infection prevention and control prompts for staff and essential visitors. There was good access to hand hygiene facilities, although we did not always see people being encouraged to do this before mealtimes. Immediate action was taken to address this.

The environment was clean, and enhanced cleaning schedules were in place. The service would benefit from improved domestic staffing levels to ensure the service can sustain this standard.

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 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?' – 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

Alford Service, Alford

Alford Service is a care home registered to provide care to 12 adults with mental health problems and physical impairments. The provider is The Richmond Fellowship Scotland Ltd.

We carried out an unannounced inspection of the care home on 15 October.

People living in the care home were happy with the support they received, and staff knew people well. Staff helped people to use technology and outdoor visiting to maintain contact with relatives and friends. People were supported with activities in their home, and outdoor areas were adapted to support social distancing. Support plans gave good information on how people wanted to be supported but would benefit from more frequent updates.

The environment was clean and uncluttered. Enhanced cleaning schedules were in place, but sufficient records were not kept. A satisfactory stock of PPE was easily accessible. Staff had received training on infection prevention and control practices and used PPE appropriately. Masks were not suitably stored and needed to be relocated. Appropriate hand drying facilities for staff were not readily available throughout the home.

Appropriate signage provided important infection prevention and control prompts for staff and essential visitors. Easy-read information on COVID-19 and infection control was available to staff, residents and families.

There were sufficient staff in the service. There was not a staffing contingency plan available to help manage unplanned shortages.

We informed Aberdeenshire 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 – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Forefaulds Care Home, East Kilbride

Forefaulds Care Home is registered to provide care to 53 older people. The service provider is Sanctuary Care Limited.

We carried out an unannounced inspection on 20 October with Healthcare Improvement Scotland.

People were well cared for and relaxed around staff who showed them kindness and respect. Care plans had up-to-date information to inform staff of people's needs and preferences, including choices for their end of life care.

Contact with family and friends was supported. Families felt informed and involved in their relatives' care.

People could freely move around with social distancing measures in place. There were group and individual activities taking place including good use of the outdoor space. Additional activity support was planned, taking account of those who had to remain in bedrooms.

The management of laundry and the environment was good. There was enhanced cleaning of frequently touched surfaces. Some areas of the home required refurbishment. An improvement plan was in place.

Staff were knowledgeable about COVID-19 and infection prevention and control. There was plenty of PPE available throughout the home and this was being used appropriately.

Staffing levels were appropriate to meet people's needs and there was a contingency plan in the event of staff shortages. Staff reported that they felt supported by management. Staff testing for COVID-19 was being undertaken in line with guidance.

We informed South 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?' – 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

Guthrie House, Edinburgh

Guthrie House care home is 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 unannounced inspection of the care home on 1 September with NHS Lothian. We issued a letter of serious concern to the provider on 1 September, which detailed immediate action that the home must take. We made a further visit to the service on 3 September to follow up on the improvements we required. These were outlined in the report laid before parliament on 16 September.

We visited this home again on 22 September and following this, we issued an improvement notice to the service with a timescale for improvements to be met by 30 September.

We carried out a further inspection on 1 October with NHS Lothian. The provider had fully met two parts of the improvement notice and had made progress made on two outstanding areas. We agreed to extend the timescale until 16 October. We visited again on 19 October and by this time the service had met all four improvement areas.

On 19 October, we found people were supported in a responsive manner that respected their privacy and dignity. Staff practice was in line with public health guidance on the use and disposal of PPE. There were adequate PPE supplies

throughout the home and disposal bins were in place. The home environment, fixtures, furnishings and equipment were clean, hygienic and in a good state of repair.

Management and leadership measures were in place to ensure care was delivered in a way that promoted good infection control practices.

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

Evaluations

This was a follow-up inspection. We did not change the service evaluations.

Millview Care Home, Glasgow

Millview Care Home is registered to provide care to 41 older people. The service is operated by Advinia Care Homes Ltd.

We carried out an unannounced inspection of the care home on 20 October with Healthcare Improvement Scotland.

People were supported by staff who knew them and who were familiar with their choices and preferences. There was support to maintain contact with family and relatives using technology. Outdoor visiting had been organised in line with current guidance, however, this had been suspended temporarily on the advice of NHS public health.

Staff received training and were knowledgeable about COVID-19 and infection prevention and control. The service was clean and tidy and cleaning schedules were in place. Social distancing was being used to keep people safe. People were also supported to move freely around the home and use the outdoor space safely.

PPE supplies were available and generally used by staff throughout the home, although some staff required reminding of current guidance. Additional PPE stations and waste disposal bins were not always in place where needed. Some mattresses and cushions needed replaced.

We informed East Renfrewshire council 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 – Good

The Huntercombe Services – Murdostoun Neurodisability Centre, Wishaw

The Huntercombe Services - Murdostoun Neurodisability Centre is a care home registered to provide care to 26 adults with physical and sensory impairments and

adults with mental health problems. The provider is Huntercombe Properties (Frenchay) Limited.

We carried out an initial inspection of the service on 17 and 21 September. We issued a letter of serious concern to the provider on 17 September, which detailed immediate action that the home must take. When we visited on 21 September, we found some improvements had been made in relation to the cleanliness of the environment and equipment, however other improvements were still outstanding. We reported on these matters in the report laid before parliament on 30 September.

We carried out an unannounced inspection of the service on 21 October. We found the implementation of the infection prevention and control guidance had significantly improved. The home was clean and safe. Staff had received training in infection prevention and control, COVID-19 and PPE. We saw staff implementing what they had learned. An audit for monitoring the effectiveness of staff practice had been implemented.

We found new personal care equipment had been purchased to replace damaged equipment. A refurbishment programme had started.

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

We reviewed the evaluations for this care home based on the improvement at this inspection. The updated evaluations are set out below.

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

Cairnie Lodge, Arbroath

Cairnie Lodge care home is registered to provide care to 60 older people. The provider is HC-One.

We carried out an unannounced inspection of the care home on 20 October 2020.

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 as well as support for people to move around safely. People were supported to maintain contact with family using technology.

The home was tidy and enhanced cleaning schedules were in place. The maintenance of the building impacted on the ability to ensure cleanliness in specific areas. Positively, these issues were being addressed during the inspection and action was taken.

Staff received training and were knowledgeable about COVID-19 and infection prevention and control. PPE supplies were sufficient and available throughout the home. Staff were using 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 Angus 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

Havencourt Care Home, Stonehaven

Havencourt Care Home is registered to provide care to 42 older people. The provider is Havencourt Care Ltd, part of the Belsize Healthcare group.

We carried out an inspection of the service on 20 October.

People appeared comfortable and 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. We observed good care and support when people needed support with food and drinks.

Staff helped people to use technology to maintain contact with relatives. Families enjoyed garden and window visits. The service had risk-assessed indoor visits and was awaiting permission to introduce these.

People had access to a pleasant outside space, although this was difficult to access independently. Communal areas encouraged people to socially distance. Staff did not always keep distance when it would have been possible.

The environment was clean and well maintained. Cleaning schedules evidenced good attention to deep cleaning and cleaning of high-touch areas.

Appropriate signage was visible and provided important infection prevention and control prompts for staff and essential visitors. Hand hygiene facilities were available. Staff maintained hand hygiene for themselves and supported residents at key times in the day.

Staff had been trained about COVID-19 and infection prevention and control.

There were sufficient stocks of PPE, accessible for staff and they usually used this appropriately.

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?' – 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

Torry Care Home, Aberdeen

Torry Care Home is registered to provide care to 81 older people. The provider is Renaissance Care (No1) Limited.

We carried out an unannounced inspection of the care home on 20 October.

People living in the care home were satisfied with the care they received. They were supported by a core group of staff who were familiar with their choices and preferences. Personal COVID-19 plans need further developed to ensure they are clear and informative.

Staff helped people to use technology to maintain contact with relatives. Families were informed and involved in their relatives' care, and visiting arrangements were in place. Communal areas were adapted to support people to socially distance.

The environment was clean and enhanced cleaning schedules were in place. A review should be undertaken to ensure a clutter-free environment while remaining homely.

Staff had received training in infection prevention and control and we saw them implementing this. PPE supplies were good and available throughout the home, and we observed staff using this appropriately.

Staff reported that they felt supported by management.

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?' – 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

Singleton Park Care home, Lockerbie

Singleton Park care home is registered to provide care to 45 older people. The provider is Singleton Park Ltd.

We carried out an initial inspection of the service on 11 August with Healthcare Improvement Scotland. The findings were outlined in the report laid before parliament on 19 August. We completed further visits to the home on 2 September and 21 October 2020 with Healthcare Improvement Scotland to follow up on requirements.

At the initial inspection, we identified the need to improve aspects of medication management, risk assessments and infection prevention and control. On 21 October

we found improvements had been taken forward. Medication administration records were regularly audited for compliance. Progressive action had been taken to improve risk assessments and the monitoring of people's hydration and nutrition.

We were satisfied the service had fully met the requirements to improve the implementation of infection prevention and control measures. PPE supplies were available throughout the home and used PPE was disposed of in accordance with current guidance. Cleaning schedules and regular checks meant the cleanliness of the environment was maintained. Staff understood the importance of waste management to help keep everyone safe.

The provider had introduced observations of staff practice and updated infection prevention and control training. This supported staff to feel competent and confident in their practice.

Overall leadership had improved and staff were working well together.

We informed Dumfries and Galloway health and social care partnership of our findings.

We reviewed the evaluations for this care home based on our positive findings at this inspection. The updated evaluations are set out below.

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 – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

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