



## **Fortnightly report to the Scottish Parliament on Care Inspectorate inspections**

**Laid before Parliament 11 November 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 28 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.

## **Eagle Lodge, Edinburgh**

Eagle Lodge is a care home registered to provide care to 35 older people. The provider is Salvation Army.

We carried out an unannounced inspection of the care home on 20 October and completed the inspection on 22 October with NHS Lothian.

People were supported by staff to maintain contact with relatives and visiting was organised in line with current guidance. Measures were in place to maintain social distancing and there was support for people to move around the home safely.

People were supported by staff who were familiar with their choices, routines, and preferences. Staffing levels were sufficient to provide the care needed for people's health and wellbeing. Staff were compassionate, kind, and respectful. Feedback from families was very positive.

The home was clean and overall, well maintained. There were areas that could have been tidier. Appropriate PPE was not always available at point of use. Staff had been trained in infection prevention and control, but we observed learning was not always evident in some people's practices.

We raised these concerns on 20 October and when we returned on 22 October we found improvements had been made.

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?' – 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

## **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 unannounced inspection of the care home on 20 October and gave feedback to the service on 22 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 and good support at mealtimes.

Communal areas facilitated social distancing and people had access to a pleasant outside space, although this was difficult to access independently.

Staff helped people to use technology to maintain contact with relatives. Indoor visits had not started but a risk assessment was completed and submitted to public health.

The environment was clean and generally well maintained. Communal equipment was clean with cleaning schedules in place. Additional cleaning of high touch areas was carried out regularly. Some aspects of the laundry systems were disorganised.

Appropriate signage was visible and provided important infection prevention and control prompts for staff and essential visitors. Access to hand hygiene facilities was available but not always used at key points in the day. We observed staff generally used PPE appropriately. Staff had been trained about COVID-19 and infection prevention and control. Staff testing for COVID-19 was being undertaken in line with guidance.

Changes in management led to gaps in staff development and there was a need for stability in the management team.

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 COVID19 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

## **Milford House Care Home, Edinburgh**

Milford House Care Home is registered to provide care to 28 older people. The provider is Renaissance Care (5) Limited.

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

People were supported by staff to maintain contact with their families. Personal plans contained up to date information and people were cared for by staff who were familiar with their choices and preferences. The home maintained social distancing. People's opportunity to socialise and be active were limited.

Families were informed and involved in their relatives' care and were positive about the quality of care provided.

Cleaning schedules and guidance were in place, however some areas of the home required maintenance and were not clean and tidy. PPE was available but the placement of this was not always appropriate. Some staff were not following current guidance on PPE use. Disposal of waste did not always follow infection prevention and control guidance.

Staffing arrangements were sufficient. Staff practice was not appropriately audited to ensure effective compliance with best practice 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 - Adequate

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements - Adequate

## **Balhousie Coupar Angus, Blairgowrie**

Balhousie Coupar Angus care home is registered to provide care for 39 older people and 2 people under 65. The provider is Balhousie Care Limited.

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

People were supported to maintain contact with family and relatives. Families were informed and involved in their relative's care and feedback from families was very positive.

Personal plans were regularly updated in response to people's changing needs. People were supported to maintain physical distance. However, more could be done to support people to remain physically and socially active. Numbers of staff on shift did not take into account residents' needs. We required senior management to complete a comprehensive assessment of residents' needs.

The home was generally clean and tidy. Enhanced cleaning schedules were in place, however greater attention was needed to ensure that all equipment and furnishings were fit for use and sufficiently clean. We identified some areas where maintenance was needed to facilitate effective cleaning.

PPE supplies were good and were available for staff throughout the home and used in line with guidance. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. Staff knowledge was tested via observations, meetings and spot checks of practice were taking place.

We have informed Perth and Kinross health and social care partnership who will 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?' – 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

## Cumnor Hall, Ayr

Cumnor Hall care home is registered to provide care to 31 older people. The provider is Church of Scotland, trading as Crossreach.

We carried out an initial inspection of the service on the 5 August. We issued a letter of serious concern on the 6 August due to concerns with cleanliness of the home and poor infection prevention and control practice. We completed a visit to the home on 11 August, the findings of which were outlined in the report laid before parliament on 19 August.

We completed a further visit to the home on 22 October to follow up improvements required in relation to infection prevention and control and support for residents.

On our visit in October, we found that some improvements had been made. The environment was clean and cleaning schedules were in place and followed. Handwashing facilities and the storage and disposal of PPE had improved although staff were not yet always using the correct PPE.

There were still improvements required in relation to cleanliness of equipment and staff learning and development in relation to staff support for residents.

We informed South Ayrshire 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.

## Taigh a'Chridhe Uile Naomh, Isle of South Uist

Taigh a'Chridhe Uile Naomh is a care home registered to provide care to 18 older people. The provider is Comhairle nan Eilean Siar (Western Isles council).

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

People were supported in a kind and compassionate way. They were helped to maintain contact with family including visits, in line with current guidance. Most families felt informed and involved in their relatives' care.

Measures were in place to maintain social distancing. People were supported to remain active, however there were limited one-to-one and group activities. Personal plans did not include enough information about how people's care and support needs were being managed.

The environment was clean and uncluttered and enhanced cleaning schedules were in place. Minor repairs to some areas of the service were needed to ensure effective cleaning. PPE stocks were good and used appropriately. There was good access to hand hygiene facilities.

Staff received regular training and were knowledgeable about how COVID-19 should be managed. Senior staff monitored infection prevention and control measures.

Staffing arrangements were sufficient to meet people's needs. There was a contingency plan to help manage staff absences. Staff testing for COVID-19 was undertaken in line with guidance.

We informed Comhairle nan Eilean Siar 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 - Good

QI 7.3 Staffing arrangements - Good

## Mavisbank, Glasgow

Mavisbank care home is registered to provide care for up to 45 older people and 15 younger people who have a physical or sensory impairment. The provider is HC-One.

We carried out an unannounced inspection of the care home between 22 and 26 October with Healthcare Improvement Scotland.

We found people were supported by staff who were kind and attentive. Staff supported people to keep in touch with relatives using technology and social media. There were limited one-to-one and group activities taking place within the home.

Personal plans contained some information about residents needs and preferences, but information was brief or incomplete. We could not see how needs were met in relation to nutrition or anticipatory care planning.

On 22 October, we were concerned about the cleanliness of the environment and equipment used by residents. We re-visited on 23 October and found some progress had already been made with the cleanliness of the environment, however, there were still concerns about the cleaning of equipment and the overall fabric of the building.

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

There were sufficient staff on duty to meet the assessed needs of people however there was not a contingency plan for staffing. The culture in the home did not promote positive staff morale.

We informed East Dunbartonshire health and social care partnership of our concerns and they have agreed to provide support to the home.

We will undertake a further visit to monitor progress.

### **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Weak

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements - Weak

## **Abbeydale Court Care Centre, Hamilton**

Abbeydale Court care centre is a care home registered to provide care to 109 older people. This can include 10 places for adults aged 50 years and above with care needs associated with ageing. The provider is Abbey Healthcare (Hamilton) Limited.

We carried out an unannounced inspection of the care home on 26 October with Healthcare Improvement Scotland.

People were supported by staff to maintain contact with family and friends through the use of technology. Staff were kind, caring and attentive towards residents and there were enough staff available to support people.

Feedback from residents was positive about the support they received from staff. Personal plans had sufficient information to enable staff to meet people's health and care needs.

The home was generally clean and well maintained. Enhanced cleaning schedules were in place. Some care equipment had not been cleaned thoroughly and needed improved.

PPE supplies and hand cleansing products were available for staff throughout the home. Newer staff had been shown how to use PPE but had not received training about COVID-19 and infection prevention and control. The storage of PPE needed to be improved, particularly, in the rooms where people were self-isolating.

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?' – 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

## **Badenscoth House, Inverurie**

Badenscoth House care home is registered to provide care to 26 older people. The provider is Judith Mary Munro, Bruce John Munro and Emily Barbara Munro, a partnership.

We carried out an unannounced inspection of the care home on 26 October.

People were supported by staff who knew them and who were familiar with their choices and preferences and who treated them with dignity and respect. Measures were in place to maintain social distancing and people were supported to move and interact, this helped support good physical and mental health. There was a range of activities for people to take part in.

People were supported to maintain contact with family and relatives using technology. Visiting was organised, both outdoors and indoors, in line with the current guidance.

The environment was clean and uncluttered. PPE was sufficient and readily available and staff used it appropriately. There were good systems in place for cleaning and infection prevention and control.

Staffing arrangements were sufficient to meet the needs of the people who received the service. Staff were attentive and had regular interactions with people in shared areas and with people who chose to stay in their rooms.

Staff were knowledgeable about the signs and symptoms of COVID-19 and knew what measures to take if these were identified. Staff received COVID-19 training and regular updated information. Regular observation of staff practice took place to ensure this was consistent and in line with guidelines.

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

## **Beechmount, Johnstone**

Beechmount is a care home registered to provide care for eight adults with learning disabilities. The provider is Voyage 1 Limited.

We carried out an unannounced inspection of the care home on 26 and 27 October and provided feedback to the management team on 28 October.

People were well supported to maintain contact with their families through outdoor visiting and regular phone calls.

Some people experienced regular activities at home and in the garden, keeping them active and stimulated. However, this was not universally experienced.

People's nutritional needs did not appear to be meaningfully planned for or outcomes evaluated.

The service had good supplies of PPE, clear signage for staff and visitors to follow, and an enhanced cleaning schedule. The home was clean and tidy throughout and enhanced cleaning schedules were followed. A member of staff was appointed as COVID-19 champion to promote good practice and support other workers. The service had updated their laundry systems to reduce the risk of infection or cross-infection.

There were sufficient staffing levels and the workers we met appeared positive and motivated. However, we were concerned at the continued high turnover of staff and the limited support that staff had to develop their practice and knowledge.

We shared our findings with Renfrewshire health and social care partnership, and they have agreed to provide support to the home.

### **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Adequate

QI 7.2 Infection prevention and control practices - Good

QI 7.3 Staffing arrangements - Adequate

## **Crosslet House Care Home, Dumbarton**

Crosslet House Care Home is registered to provide care for 84 people. The provider is West Dunbartonshire Council.

We carried out an unannounced inspection of the care home on 26 and 27 October.

There was a calm and relaxed atmosphere and people were engaged in meaningful activities, indoors and outdoors. Drinks and snacks were readily available to support hydration and dietary intake. Staff were very knowledgeable about residents' care needs, interests and personal preferences.

Despite local visiting restrictions, people were supported to maintain contact with their families via telephone and garden visits. Families praised the staff for

the quality of care provided. Families received weekly newsletters to update them on care home activities and developments.

The home was spotlessly clean. Staff were very knowledgeable about infection control measures to ensure they maintained a high standard. Managers regularly audited the environment and staff practice in relation to PPE and maintaining regular hand washing.

Staff received regular training and updates regarding new guidance related to the pandemic. We could see that this was a care home where residents care needs and personal preferences were uppermost in the minds of staff.

We informed West 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?' - 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

## Rubislaw Park Care Home, Aberdeen

Rubislaw Park Care Home is registered to provide care to 86 older people. The provider is Rubislaw Care LLP, part of the Care Concern group.

We carried out an unannounced inspection of the care home on 26 October.

People were supported by staff who were familiar with their needs and were happy with the care they received. Staffing was sufficient to meet people's needs and we observed positive interactions between staff and residents and people engaged in appropriate activities.

Staff helped people to use technology to maintain good contact with relatives. We encouraged the service to act on their risk assessment to allow indoor visiting.

Signage provided important infection prevention and control prompts for staff and essential visitors.

The environment was clean and uncluttered. Enhanced cleaning schedules were in place. Stocks of PPE were good and used appropriately, and there was good access to hand hygiene facilities. Senior staff monitored infection prevention and control measures and practice.

Staff received regular training and 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.

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

## **Wellmeadow Lodge, Glasgow**

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

We carried out an initial inspection of the service on 29 September with Healthcare Improvement Scotland, the findings were outlined in the report laid before parliament on 14 October.

We carried out a full inspection of the service on 26 and 27 October with Healthcare Improvement Scotland and followed up on the improvements that were required.

There was a lack of progress in relation to identified areas for improvement including infection control procedures, management of re-usable equipment, use of PPE and hand washing practice. Wound care was still not satisfactory and staffing arrangements were still not sufficient to meet the level of care and support required for residents. We identified additional concerns relating to the care and support for people with specific medical conditions and healthcare needs.

Several areas in the home were not clean. Although staff had received training on COVID-19 and infection prevention and control, their practice did not fully comply with current guidance.

There was no improvement in staffing arrangements and no improvement in the documentation of personal plans.

Due to the lack of progress in addressing areas for improvement, and additional significant concerns, we issued an Improvement Notice to the provider on 3 November.

East Renfrewshire health and social care partnership are fully informed about our findings and have an active presence in the home at this time to provide additional support and oversight.

We will follow up on the requirements from the Improvement Notice.

## **Evaluations**

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

## **Craig Court, Aberdeen**

Craig Court is a care home registered to provide care to 16 adults with physical and sensory impairments. The provider is Living Ambitions Ltd.

We carried out an unannounced inspection of the care home on 27 October.

People were supported by the staff to maintain contact with relatives using technology and outdoor visiting. A risk assessment to enable indoor visiting was awaiting agreement with public health.

People were supported by staff who were familiar with their choices and preferences. The staff responded to changes in physical and mental health and sought appropriate involvement from external health professionals when required.

Activities were provided on a one-to-one basis, in people's rooms and in communal areas. The support plans were comprehensive and contained COVID-19 specific information.

The home and equipment were clean. Enhanced cleaning schedules and audits were in use and appropriate cleaning products available. PPE was plentiful and readily available, although storage did not follow best practice guidance.

Staff were knowledgeable and informed about current guidelines in relation to COVID-19 and infection prevention and control, although guidance was not always being implemented appropriately.

The staffing arrangements were sufficient to meet the needs of the people, with agency staff included in the weekly testing regime. There was a strong feeling of teamwork and staff felt supported by the manager.

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

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 - Very good

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements - Good

## **Grandview Nursing Home, Grantown-on-Spey**

Grandview Nursing Home is a care home registered to provide care to 45 older people. The provider is Grandview House Ltd.

We carried out an unannounced inspection on 27 October with Healthcare Improvement Scotland.

Staff were caring and familiar with people's choices and preferences. People were supported to socially distance, remain active, and take part in one-to-one activities. People kept in touch with their relatives, and visits were supported in line with guidance.

Care plans were not person-centred and lacked detail about people's health and care needs to support staff to provide the right care.

The home was clean, tidy and generally well maintained and enhanced cleaning schedules were in place. Cleaning and decontamination of re-usable equipment guidance was not followed.

While linen was laundered appropriately, used laundry was not transported to the laundry area safely. While PPE supplies were good, they were not readily accessible in some areas of the home. Staff did not always use or dispose of PPE correctly.

Staff had not completed formal infection prevention and control or COVID-19 training and practice was not effectively evaluated.

The home had a contingency plan to support the service if care staff were absent.

We informed NHS Highland 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 – Weak

QI 7.3 Staffing arrangements – Adequate

## Redmill Nursing Home, Bathgate

Redmill Nursing Home is a care home registered to provide care to 68 older people. The provider is HC-One Limited.

We carried out an unannounced inspection of the care home with Healthcare Improvement Scotland and a representative from NHS Lothian. This inspection was done over four days, 21, 22 and 27 October, and concluded on 28 October.

While staff were caring, staffing levels, particularly at night meant staff were not sufficient to be responsive to people's changing care and support needs. Additional support for people who walked with purpose was not always available. End of life support for people needed to improve.

We identified serious concerns with the cleaning of the environment, staff infection prevention and control practice, management of waste and staffing numbers. We issued a letter of serious concern to the provider on 21 October which detailed immediate action to be taken.

When we visited on the evening of 22 October and during the day on 27 October all areas had improved. Staff were able to respond to people's needs and support people to socially distance. The home was tidier and cleaner but there were still improvements needed.

We informed West Lothian health and social care partnership of our concerns and they 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?' 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

## **Florence House, Glasgow**

Florence House is a care home registered to provide care to 56 older people, including 28 adults under the age of 65 years with physical, sensory or mental health needs. The provider is Oakminster Healthcare Ltd.

We carried out an initial inspection of the service on 1 October, the findings of which were outlined in the report laid before Parliament on 28 October. We completed a further visit to the home on 28 October to follow up on the improvements we required in relation to infection prevention and control practices and staff training.

When we visited on 28 October we found improvements to the environment and the housekeeping of the home. Staff had received further training on the use and storage of PPE and infection prevention and control.

We informed Glasgow city 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 evaluation is 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 - Not assessed

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements - Not assessed

## **Merino Court Nursing Home, Greenock**

Merino Court Nursing Home is a care home registered to provide care to 60 older people. The provider is HC-One Limited.

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

People's needs and preferences were well known by staff and care provided was observed to be warm and compassionate. Residents' wellbeing benefited from links with external healthcare professionals.

Individuals who enjoyed the company of others were encouraged to do so. Areas around the home were adapted to support safe social distancing. People isolated in their rooms received regular contact from staff.

Appropriate signage was visible throughout the home and provided important prompts for staff, residents, and essential visitors. Staff were trained and informed about PPE, COVID-19 and infection prevention and control. There was sufficient supply of PPE equipment.

Cleanliness in the home was of an adequate standard with cleaning schedules in place, including regular cleaning of touch points. We noted repairs and maintenance were required to storage areas to prevent and manage the risk of infection.

Staffing levels were good and supported the care of people's health and wellbeing. Additional opportunities for activities for people could be improved.

We informed Inverclyde 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

## **Overdon Care Home, Inverurie**

Overdon Care Home is registered to provide care for up to 18 older people. The provider is Cubanhall Ltd.

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

People were supported to maintain contact with family and friends, using technology. Indoor and outdoor visits were managed with risk assessments in place. There were high levels of meaningful engagement for people in the service, with a variety of activities to enhance mental and physical wellbeing.

The cleanliness of the environment was of a very high standard. The provider had ensured a clutter free environment while maintaining a homely experience.

PPE was available, and the provider maintained sufficient levels of supplies. Staff were knowledgeable about the correct use of PPE and were observed using it appropriately.

There were good systems in place for cleaning and infection control, and we observed safe working practices by all staff.

Staffing arrangements were sufficient to meet people's needs, and support for people was good. Staff adhered to social distancing measures wherever possible and supported residents to keep themselves safe.

Staff were knowledgeable about the signs and symptoms of COVID-19 and knew what measures to take if these were identified.

All staff had completed initial COVID-19 training, and regularly updated their knowledge and practical skills.

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

## **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 initial inspection of the service on 30 September, the findings of which were outlined in the report laid before parliament on 14 October. We completed a further visit to the home on 29 October to follow up on the improvements that were required in relation to infection prevention and control, including improvements in the environment and staff practice.

When we visited on 29 October, we found that there had been improvements in relation to the overall standards of cleanliness in the home and in infection control and prevention practices adopted by staff. There were more appropriate bins in use for the safe disposal of PPE.

Equipment was generally clean; some areas need further attention. The service was actively working through a programme of improvements to the environment.

There was also improvement in staff practice around infection prevention and control and use of PPE. Staff training had taken place and was continuing. All staff had a greater knowledge of managing risks associated with the use and disposal of PPE.

The management team were carrying out regular observations of practice to support staff.

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

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?’ – 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

## **Westwood House Nursing Home, Glasgow**

Westwood House care home is registered to provide care to 42 older people. The provider is Gate Healthcare Limited.

We carried out an initial inspection of the service on 15 September, the findings were outlined in the report laid before parliament on 30 September. We completed a further unannounced visit to the home on 29 October to follow up on the improvements that were required.

On 29 October we found that care staff were being deployed in sufficient numbers and had the appropriate skills to meet people’s needs.

A refurbishment programme had started, and the manager and staff team were proactive in engaging with residents to ensure their views were informing decisions about this.

The environment was clean and well maintained. Cleaning schedules evidenced good attention to routine and deep cleaning using appropriate products.

Records about food, fluid and pressure area care were maintained, focused and accurate. Records about pressure area care were kept, however the consistency and quality of these was variable.

We informed South 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?’ – 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

## **Ainslie Manor Nursing Home, Girvan**

Ainslie Manor care home is registered to provide care to 45 older people. The provider is Cumloden Nursing Homes Ltd.

We carried out an initial inspection of the service on 16 September, the findings of which were outlined in the report laid before parliament on 30 September.

We completed a further unannounced inspection of the care home on 30 October to follow up on the improvements that were required regarding infection prevention and control measures, staff training and quality assurance.

On 30 October we found good progress had been made to improving infection prevention and control measures. New cleaning products were being used and detailed cleaning schedules were in place. The environment and care equipment were clean. New storage units for PPE had been purchased for every bedroom. The laundry system had been reviewed and the storage of contaminated laundry had improved.

Staff had received COVID-19 specific infection prevention and control training and were more confident in their practice.

Managers were monitoring and supervising staff to ensure adherence to procedures and best practice.

We have informed South Ayrshire 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 evaluation is 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 – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## Kingsgate Care Home, Glasgow

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 with Healthcare Improvement Scotland. The findings were laid before parliament on 30 September. We made a further visit to the service on 30 September to follow up on the improvements that were required. 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 on 7 October, detailing the actions required by 2 November.

We visited on 3 November with Healthcare Improvement Scotland and found all required improvements had been met.

We informed South 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

## ASC Orchard Court and Dalguise, Perth

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. The findings were laid before parliament on 14 October. We completed a further visit to the home on 4 November to follow up on the improvements set out in an improvement notice issued to the service in relation staff training and practice.

When we visited on 4 November 2020, we found significant improvements had been made. Training had improved and this enabled staff to provide more effective support for people. There was a significant decrease in the use of physical intervention and improved outcomes for people. Personal plans provided clear, person-specific information and guidance for staff.

We were satisfied with the improvements made. The requirements outlined in the improvement notice were met.

We informed Perth and Kinross 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

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