



Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 25 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 11 November 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.

Highbank, Dalkeith

Highbank care home is registered to provide care to 40 older people. The provider is Midlothian Council.

We carried out an announced virtual inspection of the care home on the 26 October, which concluded on the 6 November. The virtual inspection used Near Me technology to observe and speak to people and staff in the home.

Staff were compassionate and respectful towards people experiencing care. People were supported to maintain meaningful contact with friends and family using a variety of technology and outside visits.

There was sufficient PPE and staff had been appropriately trained in COVID-19 procedures and infection prevention and control. Staff demonstrated confidence in their knowledge and used PPE appropriately to promote everyone's safety. Quality assurance systems monitored practice appropriately and demonstrated that the correct use of PPE was checked regularly by management.

Staff morale was good, and they felt supported. Staffing levels had increased to meet people's health and wellbeing needs. People participated in a variety of activities, with social distancing in place.

Personal plans were outcome focused and reflected people's needs and wishes. Appropriate escalation protocols were in place should someone present a change in wellbeing. There were close working relationships with health professionals. However, improvement was needed to develop staff knowledge in relation to preventing falls.

There was a staffing contingency plan to help manage staff shortages, helping to ensure responsive care for people.

We informed Midlothian 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

Westwood House Nursing Home, East Kilbride

Westwood House nursing 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 with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 30 September. At the previous inspection we found that staffing levels and deployment were insufficient to provide social stimulation for people. We completed a further unannounced visit to the home on 29 October to follow up on the improvements that were required.

We found that care staff were deployed in sufficient numbers, and with appropriate skills mix, to meet people's needs.

A refurbishment programme had started, and the manager and staff team were proactive in ensuring people were included in choices and decisions wherever possible.

The environment was clean and well maintained. Cleaning schedules indicated good attention to routine and deep cleaning with use of appropriate products.

We saw that the staff and management team worked well together. Staff maintained hand hygiene for themselves and supported residents at key times in the day.

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

We reviewed the evaluations for this care home based on improvement 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

Westlea Care Home, Glasgow

Westlea care home is registered to provide care to 55 older people. The provider is Third Life Care Limited.

We carried out a COVID-19 focussed inspection of the service on 14 July, the findings of which were outlined in the report laid before Parliament on 22 July 2020.

The evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' was adequate at this inspection.

We carried out an unannounced visit to the care home on 2, 3 and 9 November to complete a non-COVID-19 related inspection.

People in the home were supported by staff who were familiar with their choices and preferences. People looked well cared for and relaxed in a homely well-maintained environment.

The service could be more proactive in providing families with regular updates about their relatives. Outdoor visiting was in line with current guidelines.

There was a range of group and individual activities taking place. However, more personalised activity could be offered to give more choices.

Personal plans did not reflect the care and support people needed including their choices for end of life care. There was evidence of contact with health professionals however, six-monthly reviews were out of date.

Staffing levels were insufficient to meet people's needs at night. New staff did not have access to a full induction to help ensure they had the skills and knowledge to meet the needs of people receiving care.

A quality assurance system had been introduced but was not yet embedded to evidence improvement.

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

We will undertake a further visit to monitor progress.

Evaluations

Overall evaluation for key question 1 'How well do we support people's wellbeing?' – Adequate

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect - Adequate

QI 1.2 People get the most out of life - Adequate

QI 1.3 Peoples health benefits from their care and support - Adequate

Overall evaluation for key question 2 'How good is our leadership?' – Weak

Quality indicator (QI) evaluations:

QI 2.2 Quality assurance and improvement is led well - Weak

Overall evaluation for key question 3 'How good is our staff team?' – Weak

Quality indicator (QI) evaluations:

QI 3.1 Staff have been recruited well - Weak

QI 3.3 Staffing levels are right and staff work well together - Weak

Overall evaluation for key question 4 'How good is our setting?' – Good

Quality indicator (QI) evaluations:

QI 4.2 The setting promotes people's independence - Good

Overall evaluation for key question 5 'How well is our care and support planned?' – Weak

Quality indicator (QI) evaluations:

QI 5.1 Assessment and care planning reflects people's needs and wishes - Weak

Jenny's Well, Paisley

Jenny's Well care home is registered to provide care to 54 older people. The provider is the Royal Blind Asylum and School Trading as Sight Scotland.

We carried out an unannounced inspection of the care home on 3 November with Healthcare Improvement Scotland. We issued a letter of serious concern to the provider on 4 November which detailed immediate action that the home must take. We made a further visit to the service on 6 November with Healthcare Improvement Scotland to follow up on the improvements required.

We observed kind and warm interactions between residents and staff, and staff were available in sufficient numbers to meet people's needs.

Personal plans contained some information about residents needs and preferences. We could not see how assessed needs and risks were managed particularly in nutritional care plans. The appropriate food and fluid intake for each resident was not regularly offered or accurately recorded.

We found that the home was clean and there were adequate supplies of PPE and Alcohol Base Hand Rub (ABHR) . Improvements had been made in relation to the management of laundry and clinical waste bins were now in place. However, waste was not always disposed of in line with good practice and some re-usable equipment was not clean.

Not all staff were knowledgeable or informed about COVID-19 and current guidelines. This led to practices that did not reduce the risk of infection or cross-contamination for people who use the service or staff themselves.

There was no oversight or quality assurance in place within the home by the manager to promote good infection control practice in the home. There was no risk

assessment in place for agency staff to address training, competency, or additional employment.

We issued an improvement notice which detailed actions that the home must take to manage the risk of infection to people who use the service and staff.

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

Moncrieffe Nursing Home, Perth

Moncreiffe care home is registered to provide care to up to 34 older people.

The provider is Bryden Foods (Perth) Ltd.

We carried out an initial inspection of the service on 23 and 25 June with Healthcare Improvement Scotland the findings of which were outlined in the report laid before parliament on 8 July. We completed a further visit on 1 September, with the findings from this reported to parliament on 16 September.

We carried out a further visit on 1 November and found there were improvements made in relation to training on COVID-19, infection prevention and control, and use of PPE. Staff were confident in using and disposing of PPE appropriately and knowledgeable about their role in reducing the risk of infection.

We visited the service again on 9 November to follow up on the improvements required. We found the service had achieved a good balance of maintaining a homely environment while promoting social distancing measures.

The management of the home had responded positively to our requirements and areas for improvement with all outstanding actions met.

The manager had also introduced a dependency tool to capture changes in people’s needs to ensure the service was able to respond quickly and adjust staffing accordingly.

Summary and anticipatory care plans were in place to safeguard people in the event of a health emergency.

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

Evaluations

This was a follow up inspection. We did not amend our evaluations.

Well Hall Residential Home, Hamilton

Well Hall Residential home is registered to provide care to 38 older people. The provider is Church of Scotland trading as Crossreach.

We carried out an unannounced inspection of the care home between 9 and 16 November with Healthcare Improvement Scotland.

People were supported by staff who were familiar with their choices and preferences. Staff were compassionate and kind in their interactions. People looked well and smartly presented which contributed to people's sense of respect and dignity.

People had access to food and fluid throughout the day and were offered choices at mealtimes, this included fortified food and drinks where necessary. Peoples nutritional needs were considered. People's choices, needs and wishes would be better supported if personal plans were up to date and meaningful.

Visiting had stopped in line with current local guidance. However, contact with family and relatives was maintained using technology. This should be improved.

Social distancing was encouraged as much as possible. Activities were limited and not innovative enough to contribute to the physical, mental, and emotional health of people.

On 9 November, we were concerned about the cleanliness of the environment and equipment used by residents. When we visited on 16 November we found some progress was made with the cleanliness of the environment. However, there were still concerns about the cleaning of equipment.

On 9 November, not all staff were knowledgeable about COVID-19 and guidelines. COVID-19 training was not completed to ensure staff could support people to stay safe and ensure people were protected. However, training had started on our return visit on 16 November.

There were sufficient staff on duty to meet the assessed needs of people. An appropriate dependency tool was not used to consider the needs of people who were isolating in their rooms.

We informed South Lanarkshire health and social care partnership of our concerns. They have provided extra support to the home through the multidisciplinary team.

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?’ – Quality indicator (QI) evaluations: Weak

QI 7.1 People’s health and wellbeing - Adequate

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements – Weak

Deanfield Care Home, Glasgow

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

We carried out an initial inspection of the service on 5 October with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 14 October. We found that infection prevention and control practice could have been better managed to keep people safe from harm and minimise cross-infection.

We completed a further visit to the home on 9 November with Healthcare Improvement Scotland to follow up on the improvements that were required.

During our visit we found that the cleanliness of the home had improved. The arrangements for checking some care equipment still required action to ensure infection prevention and control standards were consistently met and maintained.

PPE was more readily available in areas of the home that made it easier for staff to access when needed. Staff had received refresher training on infection prevention and control. However, the impact of this training needs to be through an ongoing focus of observing staff in practice.

Redecoration in the home and replacement of fittings had been carried out to prevent the transmission of infection.

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 amend our evaluations.

Westfield Care Home, Lockerbie

Westfield care home is registered to provide care to a maximum of 40 older people. The service provider is Mead Medical Services Limited.

We carried out an initial inspection of the service on 23 September, the findings of which were outlined in the report laid before the parliament on 14 October.

We completed a further visit on 9 November to follow up on the improvements that were required.

During this visit, we found significant improvements in the previous areas of concern that related to infection prevention and control and staffing.

The cleaning of the home, care equipment and laundry arrangements was improved. This was supported by effective management checking and monitoring to ensure required infection prevention and control standards were met and maintained.

PPE was more readily available across the home that made it easier for staff to access it when needed. Staff knowledge and practice on the use of PPE had also improved and was in keeping with good practice.

Supervision of staff had taken place and included observations of practice, knowledge of current COVID-19 guidance and providing ongoing support to staff.

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

We reviewed the evaluations for this care home based on our 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:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Caledonian Court Care Home, Falkirk

Caledonian Court care home is registered to provide care to 72 older people. The provider is Care UK Ltd.

We carried out an unannounced inspection of the care home on 9 and 10 November with Healthcare Improvement Scotland.

People were supported by staff to maintain contact with family and friends using technology and regular phone calls. Staff were kind, caring and attentive towards residents and there were enough staff available to support people.

Personal plans had sufficient information to enable staff to meet people's health and care needs but could be more person-centred. We could not see how people's needs were being met in relation to anticipatory care planning.

The home was clean and tidy. Enhanced cleaning schedules were in place however, more attention was needed to ensure that equipment and furnishings were sufficiently clean. We identified some areas where maintenance was needed to enable more effective cleaning. Improved quality assurance measures would be helpful.

Staffing arrangements were sufficient and feedback from families was positive.

We informed Forth Valley health and social care partnership of findings and they have agreed to provide support to the home.

We will undertake a further visit to monitor progress.

Evaluations

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

Camilla House, Edinburgh

Camilla House care home is registered to provide care to 38 older people. The provider is Sanctuary Care.

We carried out an initial inspection of the service between the 11 and 15 September with NHS Lothian. We issued a letter of serious concern to the provider on 11 September, which detailed immediate action that the home must take. When we visited on 15 September, we found significant improvement had been made to meet the concerns identified. The findings on these matters were outlined in the report laid before parliament on 30 September.

We carried out a follow-up unannounced inspection of the service on 10 November

with NHS Lothian. We found the improvements to the cleanliness of furnishings and equipment had been maintained. Systems and processes were in place to ensure improvements were embedded in practice at the service. Staff had received training in infection prevention and control, COVID-19 and PPE.

We saw activities were undertaken in a more structured and person-centred manner that reflected peoples' choices. Where people were supported to participate in activities, records reflected this in a more consistent way.

We found that some improvement was still required to ensure the accurate recording and monitoring of fluid intake for some individuals. We were informed work was beginning on anticipatory care plans to ensure peoples' individual wishes were reflected and recorded.

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.

Chapel Level Nursing Home, Kirkcaldy

Chapel Level Nursing Home is registered to provide care to 60 older people. The provider is HC-One Ltd.

We carried out an initial inspection of the service on 15 September with Health Improvement Scotland. The findings were outlined in the report laid before parliament on 30 September. We issued a serious letter of serious concern to the home on 16 September and we followed this up on 18 September and found some improvements had been made. We inspected the home on 10 November to follow up on the improvements required.

On the 10 November, people living in the home were supported to stay both physically and mentally well. The staff team was responsive to peoples' wellbeing needs.

We previously had concerns about the cleanliness of equipment within the home. When we visited on 10 November, we found no concern about the cleanliness of the equipment used by residents. The environment was clean with good cleaning routines in place. More time was needed to fully address the required improvements about quality assurance and staff knowledge regarding current guidelines.

Staffing arrangements remained sufficient to meet the needs of the people receiving care in the service.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Leys Park Care Home, Dunfermline

Leys Park care home is registered to provide care to 66 older people. The provider is St Philips Care Limited.

We carried out an unannounced inspection of the care home on 10 November.

We observed good interactions between staff and people who live in the home. The staff we spoke with were passionate and committed to their role.

People were being supported by the staff to maintain contact with family and relatives using technology and social media. Window visits were taking place.

There was an established, comprehensive, digital care planning process in place which took account of people's needs and preferences. It included specific information about people's changing needs due to the pandemic.

We identified several areas of concern about the cleanliness of the internal environment and infection prevention and control practices. These included the lack of an enhanced cleaning schedule, use of appropriate cleaning products, laundry practices and the cleanliness of care equipment used by residents.

There were PPE stations throughout the home however, gloves were not always available. Most staff had received training about infection prevention and control however, staff did not fully understand or comply with current guidance.

There was not enough staff to provide meaningful activities on a frequent basis and staffing levels had not been adjusted to take account of residents who need to self-isolate. People were not always socially distancing.

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

We will undertake a follow up 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 - Weak

Alastrean House, Aboyne

Alastrean House care home is registered to provide care to 51 older people. The provider is Balhousie Care Limited.

We carried out an unannounced inspection of the care home on 10 November.

People were relaxed and comfortable and staff knew people well. People were supported to use iPads and the telephone to maintain contact with family and friends. Staff ensured that relatives were kept up to date with any change in the care of their family member.

Essential and garden visits were in place. People were able to move freely around the home. We saw one-to-one activities taking place and the service organised socially distanced group activities. People were also able to access the well-maintained garden and grounds.

The home was clean and uncluttered. Enhanced cleaning schedules included frequent cleaning of touch points. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. This included competency-based assessments of practice. Supplies of PPE were good and were available. We gave some advice on additional processes the service could put in place to enhance their infection prevention and control procedures.

Staffing levels were appropriate to meet people's needs and there was a staffing contingency plan to help manage staff absence or shortages. Staff said they felt supported and felt the quality of care had improved.

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?' - 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

Davidson House, Edinburgh

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

We carried out an initial inspection of the service on 7 October, with NHS Lothian. The findings were outlined in the report laid before parliament on 14 October. We completed a further inspection of the home on 13 November with NHS Lothian to follow up on the improvements that were required.

There was some improvement around infection prevention and control practice and the condition of people's mattresses. However, further improvements still needed to be made.

Although staff had access to PPE, this was not always used correctly. Staff did not always follow best practice guidance about hand sanitisation.

The management had undertaken some observations of staff practice in IPC. However, these were limited and did not include all the staff involved in care delivery.

We have discussed the outstanding improvements with the senior management of the service and extended the timescales for the required improvements.

We have informed City of Edinburgh health and social care partnership about our findings. The care home support team and education team are providing support and training for staff on IPC and PPE use.

We will undertake a further visit to monitor improvements.

Evaluations

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

Howard House Nursing and Residential Home, Kilmarnock

Howard House Nursing and Residential care home is registered to provide care to 41 older people, this includes places for 4 adults. The service is provided by Gate Healthcare Ltd.

We carried out an unannounced inspection of the care home on 11 November 2020 with Healthcare Improvement Scotland.

We found people were supported by a consistent care team who interacted with kindness. The building needed upgrading to provide a more homely environment with improved facilities. A refurbishment plan was in place. Access to the outdoors was limited and people needed more support from staff to ensure they benefited from the opportunity to go outside.

We observed good practice in staff wearing appropriate PPE. Staff were aware of social distancing measures and supported people with this. The premises were clean.

The staffing arrangements were assessed regularly, and efforts were made to respond flexibly to changing needs of people. Although there were enough staff to provide safe care, levels were not sufficient to support people with meaningful activities. Plans of how this could be improved were discussed.

Residents were positive about how the service had kept them up to date and were satisfied with their care in general.

We informed East Ayrshire health and social care partnership of our findings.

Evaluations

How good is our care and support during the COVID-19 pandemic? – Adequate

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Good

QI 7.3 Staffing arrangements – Adequate

Flemington Care Home, Cambuslang

Flemington care home is registered to provide care to 90 adults. The provider is Flemington Care Home Limited.

We carried out an unannounced inspection of the care home on 11 and 12 November.

People were supported by staff who were kind and attentive. Staff supported people to keep in touch with relatives using technology and social media. Garden and window visiting took place in line with the current guidance. There were limited one-to-one and group activities taking place within the home.

Measures were in place to maintain social distancing where possible and there was support for people to move around the home safely. The home must support people to access outside space.

Staffing levels were sufficient to provide the care needed for people's health and wellbeing. Feedback from families was positive and reflected that they felt informed and involved in their relatives' care.

The home was clean and tidy and the premises, furnishings and equipment were well maintained. We highlighted some items that would benefit from more deep cleaning. Enhanced cleaning was performed on frequently touched surfaces.

Appropriate PPE was available at point of use. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. Staff had been trained in the use of PPE, but we observed learning was not always evident in staff practices.

Individual care plans specific to COVID-19 were in place but the content of these needed to be improved. People had anticipatory care plans in place that detailed the support they wished to receive at the end of their life.

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 - Adequate

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements – Adequate

Kintyre Care Centre, Campbeltown

Kintyre Care Centre is a care home registered to provide care to 40 older people. The provider is HC One Limited.

We carried out an initial inspection of the service on 11 June and issued a letter of serious concern on 12 June. This detailed improvements required in management and leadership, the cleanliness of the environment and equipment, infection prevention and control practices and training. The findings of this inspection were outlined in the report laid before parliament on 24 June. On 26 June we made a further visit to the service and found they had made the immediate improvements that were required. The findings from this visit were outlined in the report laid before parliament on 9 July.

We carried out a further visit to the home on 11 November to follow up on the improvements that were required and to ensure these had been sustained. We found adequate progress had been made in areas, including infection prevention and control, care planning, activities, communication, staff supervision and training.

People were supported to maintain contact with their family. People were cared for by staff who were familiar with their choices and preferences. This was illustrated in personal plans which contained up to date information.

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.

The environment was clean and uncluttered. Enhanced cleaning schedules were in place. PPE supplies were available, and waste was disposed of in accordance with current guidance. Social distancing was evident within the home.

Staffing arrangements were sufficient to meet the needs of people receiving care in the home. Overall leadership in the service had been improved, and staff were working well together.

We informed Argyll and Bute health and social care partnership of our findings.

We reviewed and regraded the evaluations for this care home based on the improvements 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

Bonnyholm Gardens Care Home, Glasgow

Bonnyholm Gardens care home is registered to provide care to 61 older people. The provider is JSL Care Ltd.

We carried out an unannounced inspection of the care home between 11 and 13 November with Healthcare Improvement Scotland.

People living in the home were supported by staff who knew them well and we observed people being treated with kindness and compassion. People were able to move around the home and were encouraged to maintain social distancing. People had restricted contact with their friends and family. A private YouTube channel was developed, video calling, and monthly newsletters were offered.

Further work was required to ensure support planning accurately reflected peoples assessed needs and how these were to be met.

The home was clean and well decorated and there were cleaning schedules in place. Up to date best practice guidance for infection prevention and control was readily available to staff and displayed appropriately. Staff had access to PPE. Some staff would benefit from further training in infection prevention and control. The manager was working to ensure that the appropriate gloves and waste disposal bins were available during the inspection.

People told us that they were happy with the service but at times staff were rushed. Staffing levels require to be reviewed to ensure people’s needs were being met. The

provider and manager were reviewing this at the time of the inspection.

The new management team had implemented some improvements but need time to embed changes in practice.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Adequate

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements – Adequate.

Braeburn Home, Edinburgh

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

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 carried out a further inspection on 11 November with NHS Lothian to follow up on the improvements that were required.

At the initial inspection on 30 September, we were concerned about aspects of the cleanliness of the home, PPE, staff training in infection prevention and control, opportunities for people to have meaningful activities and specific pandemic support planning.

When we visited on 11 November, there were improvements in all of these areas.

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

PPE supplies were good and were available for staff throughout the home. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. Staff practice was being regularly audited.

Activities were now taking place in the home and people had opportunities to socialise with each other. People's wishes specific to the pandemic were detailed in their support plans, including how to keep in touch with family and how people would like to be cared for should they become unwell.

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

We reviewed the evaluations for this care home based on our 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:

QI 7.1 People's health and wellbeing - Good

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements - Adequate

Weston View Care Home, Keith

Weston View care home is registered to provide care to 40 older people. The provider is Craigard Care Ltd.

We carried out an unannounced inspection of the care home on 11 and 12 November.

People experienced warm and compassionate care. People were supported to maintain contact with family and relatives, although access to the internet was limited for some people who were in isolation. This needed to improve.

Families did not always feel informed about their relative's care. We agreed with families that visiting arrangements should be improved to allow them more privacy. Essential visits were in place.

Care staff were familiar with people's choices and preferences. Personal plans contained information about people's preferences but required more regular updating.

Communal areas were adapted to support people to maintain physical distance. People were spending more time in their bedrooms. Staffing levels need to be reviewed to ensure people can be supported to take part in meaningful activities and to remain active.

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

Staff received regular online training and were knowledgeable about how COVID-19 should be managed. Staff followed safe hand hygiene guidance. Staff testing for COVID-19 was undertaken in line with guidance.

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

Evaluations

How good is our care and support during the COVID-19 pandemic? – Adequate

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Good

QI 7.3 Staffing arrangements – Adequate

Pitcairn Lodge Nursing Home, Westhill

Pitcairn Lodge Nursing Home is registered to provide care for up to 55 older people. The provider is Sanctuary care Ltd.

We carried out an unannounced inspection of the care home on 11 November.

People were supported to maintain contact with family and friends using technology. Risk assessed and managed indoor and outdoor visits were taking 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 readily available at the point of care, and there was a sufficient level of supplies. Staff were knowledgeable of the correct use of PPE and we observed staff using this appropriately.

There were good systems in place for cleaning and infection control, and we observed safe working practices by all staff. The provider had effective audit tools in place to quality assure the operation of the service in respect of COVID-19.

Staffing arrangements were sufficient to meet the needs of the people who received the service. There were enough staff to ensure people were safe and could be easily observed. Staff adhered to social distancing measures wherever possible and supported residents to also 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

Craigie House, Cowdenbeath

Craigie House is a care home registered to provide care for up to 30 people. The provider is Kingdom Homes Ltd.

We carried out an unannounced inspection of the care home on 10 November with Healthcare Improvement Scotland.

We identified significant concerns relating to the cleanliness of the environment, management of clinical waste and laundry management. We gave immediate feedback and issued a serious concern letter to the provider on 10 November.

We visited the home on the 12 November with Healthcare Improvement Scotland, to follow up on the serious concerns. The service had taken steps to address some of the issues. However, there were still concerns about the overall cleanliness, management of clinical waste and laundry management.

We carried out a further visit to the home on 16 November 2020 with Healthcare Improvement Scotland. The service had addressed the concerns raised regarding laundry management.

While the cleanliness of the service had improved, some areas of the home were not clean enough to prevent the spread of infection. Clinical waste management was not satisfactory. Due to the lack of progress in addressing some areas for improvement, we issued an improvement notice to the provider on 19 November.

We informed Fife 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 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 - Weak

QI 7.2 Infection prevention and control practices – Unsatisfactory

QI 7.3 Staffing arrangements - Unsatisfactory

Castlegreen, Edinburgh

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

We carried out an unannounced inspection of the care home on 12 November with NHS Lothian.

We found people living in the home were supported by staff who were generally familiar with their choices and preferences. Staff were kind, caring and attentive towards people receiving care. There were measures in place to sensitively support people to maintain physical distancing.

Indoor visiting had been taking place but was suspended on the advice of public health. In the absence of visiting, people receiving care were supported by staff to maintain contact with family and friends using technology. Feedback from people and relatives 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 very clean. Enhanced cleaning schedules were in place, this included frequent cleaning of touch points throughout the home. Supplies of PPE were good and were available throughout the home. The communal areas around the home had been adapted for the purposes of physical distancing.

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

Staff levels were appropriate to meet people's needs and staff told us there was good team working. The service has supplemented the staff team with agency staff. Staff reported that they felt supported by management. Staff were part of the weekly COVID-19 testing programme.

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 - Good

QI 7.3 Staffing arrangements - Adequate

Braid Hills Nursing Centre, Edinburgh

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

We carried out an initial inspection of the service between 29 September and 1 October, with NHS Lothian, the findings of which were outlined in the report laid before parliament on 14 October.

We completed a further visit to the home on 12 November with NHS Lothian to follow up improvements required in relation to cleanliness, infection prevention and control, staff knowledge and support for residents.

When we visited on 12 November, we found that some improvements had been made.

The environment was cleaner, cleaning schedules were in place and were being followed. However, there was no record of enhanced touch point cleaning taking place. Improvements were still required in relation to the cleanliness of some fixtures and equipment.

Handwashing facilities and the storage of PPE had improved. Staff need guidance to ensure they always follow good infection prevention and control measures including disposal of used PPE.

There were still improvements required to staff learning, practice and understanding of supporting residents experiencing stress or distress.

We informed Edinburgh 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.

Deeside Care Home, Aberdeen

Deeside care home is registered to provide care to 68 people. The provider is Deeside Care LLP.

We carried out an inspection of the home on 12 November.

We found people were supported to stay well and healthy during the pandemic. Staff interacted with people in a respectful and supportive manner.

People were enabled to keep in touch with their families with technology and outdoor visits. The care home was adapting a space for indoor visits and this will be completed shortly. People told us they were happy and felt well cared for.

The home was clean, tidy, well maintained and homely. The home was decluttered from non-essential items to aid cleaning and prevent cross contamination or infection. However, we found this could be further improved and the home agreed. Enhanced cleaning schedules were in place and this included two-hourly cleaning of commonly touched areas.

PPE supplies were sufficient and easily accessible to staff. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control.

All bedrooms were en-suite with an accessible shower and people tend to use their private shower rooms which were clean and well maintained. Some communal bathrooms and toilets need improving in terms of cleanliness, access to and disposal of PPE and maintenance.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Rannoch Lodge Care Home, Cumbernauld

Rannoch Lodge care home is registered to provide care for up to 42 older people. The service is operated by Greene Care Homes Limited.

We carried out an initial inspection of the service on 28 August with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before

Parliament on 16 September. We completed a further visit to the home between 13 and 18 November to follow up on the improvements required. These were in relation to continence care, activities, induction and training of new staff, leadership, care planning and quality assurance practices.

When we visited from 13 November, we found that improvements across almost all areas had been made. However, improvements were not in place to address the induction and training of newly recruited staff.

Environmental improvements were required to ensure that shared living spaces and corridors meet the needs of people who live at the service. We suggested using the Kings Fund Audit tool to support environmental improvements which would be helpful to people living with dementia.

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

We will undertake a further visit to monitor progress.

We reviewed the evaluations for this care home based on our 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:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Overall evaluation for key question 2 'How good is our leadership?' – Good

Quality indicator (QI) evaluations:

QI 2.2 Quality assurance and improvement is led well – Good

QI 2.4 Staff are led well – Good

Overall evaluation for key question 4 'How good is our setting?' – Weak

Quality indicator (QI) evaluations:

QI 4.1 People experience high quality facilities – Weak

Whitefield Lodge Care Home, Lennoxtown

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

We visited the service with Healthcare Improvement Scotland on the 13 November to follow up on two Improvement Notices issued following the initial inspection of 28 September laid before parliament in the report dated 14 October. We found all requirements were met.

There were sufficient staff in place, and they were being deployed effectively to meet people's needs. The management of nutrition and hydration had improved.

The home and equipment were very clean. Some areas had been re-decorated. In the unit for people living with dementia, an addition of carpet created a more homely feel and reduced noise levels. The laundry had been improved and was now managed in a safe way to prevent the risk of contamination.

Staff were more confident and knowledgeable in their roles in terms of infection prevention and control. We found improved leadership and accountability. New systems and processes had been implemented to improve communication and monitor the standard of care provided.

We informed East Dunbartonshire 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

Broomfield Court, Glasgow

Broomfield Court care home is registered to provide care to a maximum of 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. This detailed the immediate action the home must take to ensure residents are protected from the risk of infection transmission.

When we visited again 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. Some progress had been made however, further work was needed to demonstrate acceptable standards of infection prevention and control were fully achieved. The findings of this follow up visit were outlined in the report laid before parliament on 28 October.

We completed a further visit to the home on 16 November to follow up on the improvements that were required.

During this visit we found that the home was clean and well maintained. Enhanced cleaning schedules and maintenance plans were in place and some areas of the home were being redecorated.

Increased cleaning of touch points throughout the home were in place to keep people safe. The cleaning of equipment, such as mattresses had improved to support good infection prevention and control practice.

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

Evaluations

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

Dun Eisdean (Care Home), Stornoway

Dun Eisdean care home is registered to provide care to 38 older people. The provider is Comhairle nan Eilean Siar (Western Isles Council).

We carried out an unannounced inspection of the care home on 16 November.

People living in the care home were happy with their care. Care staff supported people with kindness and compassion. Families were fully informed and involved in their relatives' care.

People enjoyed indoor visiting which took place in line with current guidance. Staff helped people to make use of technology to maintain contact with more distant relatives.

Social distancing was maintained. People were supported to move around the home and safely spend time in their bedrooms and communal areas. People were supported to remain active, however there were limited individual and group activities.

Personal plans contained good information about people's needs, choices and wishes.

The environment was clean and enhanced cleaning schedules were in place. Repairs were required to damage in walls and paintwork to ensure effective cleaning.

PPE stocks were good and used appropriately. There was good access to hand washing facilities. A further hand washing station at the entrance to the dining room would be beneficial.

Staff received effective training. They 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 of our findings.

Evaluations

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

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection control practices – Good

QI 7.3 Staffing arrangements – Good

Hatton Lea Nursing Home, Bellshill

Hatton Lea care home is registered to provide care to 150 older people, 90 of whom may have mental health problems. The provider is HC-One Oval Limited.

We carried out an unannounced inspection of the care home on 16 November with Healthcare Improvement Scotland.

People were supported by staff to maintain contact with family and friends using technology. Visiting was currently suspended but had previously taken place in the garden. Staff were kind, caring and attentive towards residents.

Personal plans had sufficient information to enable staff to meet people's health and care needs.

The home was clean and tidy. Enhanced cleaning schedules were in place. PPE supplies and hand cleansing products were available for staff throughout the home. Staff implemented good infection prevention and control practices.

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 North Lanarkshire health and social care partnership of our findings.

Evaluations

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

Dalginross House, Crieff

Dalginross House care home is registered to provide care to 17 older people. The provider is Linda Paterson, trading as Dalginross House.

We carried out an unannounced inspection of the care home on 17 and 18 November.

People were supported to keep in touch with their families with both garden and indoor visits taking place. The service also sent out regular updates to families.

The service had established good links with health colleagues in the community and had regular visits from the district nurse team.

People were encouraged to stay in their own rooms rather than use communal areas of the home. This meant there was very limited opportunity for people to interact or undertake activities. Food was taken to people's rooms.

The home appeared clean and tidy but enhanced cleaning schedules were not used. The paperwork that was in place was not completed by staff, so the service could not evidence that appropriate cleaning was taking place.

Staff were knowledgeable about infection prevention and control practices and had received training in this area.

Staff had not yet received any formal training on COVID-19 and were reliant on written guidance they had been given to read. They had access to an e-learning module to complete at home but there was no managerial oversight to check this was completed.

The manager had not completed a staffing assessment to ensure adequate staffing was in place to safely meet people's needs during the pandemic.

The service did not have contingency plans in place to be used in the event of a large staffing absence or a resident testing positive for COVID-19.

We informed Perth and Kinross health and social care partnership of findings.

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

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 initial inspection of the service on 13 and 14 October 2020, the findings of which were outlined in the report laid before parliament on 28 October 2020. We completed a further visit to the home on 17 November 2020 to follow up on the improvements that were required.

At the previous inspection we found that people did not always appear well cared for, many were still in bed approaching lunchtime and meaningful interaction was limited. When we visited on 17 November 2020, most people were out of bed and presented well. Staff worked hard to engage with people, but they were limited to how many people they could safely work with at any one time.

At the previous inspection, some areas of the environment were not at a satisfactory standard. Although PPE was readily available, some staff did not use it appropriately. We saw that cleaning systems were not always adhered to and high touch point areas were not being cleaned.

When we visited on 17 November 2020, we found that the cleanliness of the environment had improved. We raised concerns around insufficient cleaning of high touch point areas, cleaning practices and the use of shared items. Staff were wearing PPE correctly and hand hygiene was in line with best practice guidance.

At the previous inspection staffing arrangements were not always sufficient to meet the needs of the people being supported. When we visited on 17 November 2020 the staffing arrangements were unchanged, it did not appear that consideration had been given to the level of dependency of people requiring support.

Most staff had completed initial COVID-19 training, and updated information was available to them. However further education of standard infection control precautions would be beneficial.

We informed Aberdeenshire 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.

Wyndwell Care Home, Peterhead

Wyndwell care home, is registered to provide care for up to 31 older people. The provider is Renaissance Care (No 2) Limited.

We carried out an unannounced inspection on 17 November.

People's health and wellbeing needs were being met. We observed kind and compassionate interactions between staff and the people who lived in the home.

The care home was quick to respond to people's changing health and wellbeing needs, through continuous assessment and outcome focused care planning. The home considered the impact of the COVID-19 pandemic on each person and planned how best to support them.

People were using a variety of methods to stay in touch with their loved ones. This included the use of technology, as well as outdoor visits. Indoor visits were due to start soon, with protective measures in place.

The environment was clean. PPE stations were set up around the service, as well as the correct waste facilities. The home had been decluttered, making cleaning easier and more effective, while maintaining a homely experience.

Staff were knowledgeable about infection prevention and control measures. We observed staff following best practice guidelines to help to keep people safe and well.

There were high levels of meaningful engagement for people in the service, with a variety of activities to enhance mental and physical wellbeing.

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

Elder Lea Manor, Dundee

Elder Lea Manor care home is registered to provide care to a maximum of 26 older people and 2 named people under 65. The provider is Enhance Healthcare Limited.

We carried out an unannounced inspection of the care home on 17 November.

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

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 to the outdoors. Feedback from families was limited, but those we spoke to were positive about their relative’s care and felt they were kept informed.

People were supported by the staff to maintain contact with family and relatives using technology. Outdoor visits were taking place..

Social distancing was in place whenever possible, and this was encouraged through the careful placement of seating and communal furniture.

There was an established, comprehensive care planning process in place which took account of people’s clinical needs and preferences. These were reviewed regularly and included specific reference to people’s changing needs due to the pandemic.

The home was clean and tidy, but some areas required further attention. These areas were thoroughly cleaned immediately. We suggested a robust audit be put in place to ensure the home remains clean to a high standard throughout.

Some staff did not fully understand current guidance on infection prevention and control practices. Although there was comprehensive e-learning in place, we suggested that there should be a schedule of refresher training.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Good

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements - Good

Palm Court, Isle of Bute

Palm Court care home in Rothesay is registered to provide care to 8 older people. The provider is Mr and Mrs J Young a Partnership.

We completed an initial inspection of the service on 14 July, the findings of which were outlined in the report laid before parliament on 22 July. We completed a follow-up inspection to the home on 31 August, the findings of which were outlined in the report laid before parliament on 16 September.

At the inspection of 31 August, we found there was significant progress made to address the concerns raised about the service's waste management, staff training and quality assurance systems. There was improved understanding and staff practice which reduced the risks to people living in the home. However, laundry facilities still needed to improve.

We carried out a further inspection on 17 November to follow up on improvements required around laundry facilities. The service had introduced a few positive improvements. These included a clear separation of clean and used laundry, new flooring and surfaces that could be easily cleaned, appropriate PPE and hand hygiene stations. These changes resulted in better practice and reduced risk for staff and people living in the service.

We offered the service good practice guidance to promote further improvements.

We informed Argyll and Bute 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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