



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

**Laid before Parliament 09 December 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 on 25 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.

## **Redmill Nursing Home, Bathgate**

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

We carried out an initial inspection of the service concluding on 28 October. The findings were outlined in the report laid before parliament on 11 November. We completed a further inspection of the home on the 19 November with Healthcare Improvement Scotland and a representative from NHS Lothian to follow up on the improvements required. These related to infection prevention and control, staffing and care practices. The inspection included two visits.

We found that some progress had been made on all the areas required.

The home was cleaner and maintenance work had started to improve infection prevention and control. Staff practices in infection prevention and control had improved and PPE stations were easily accessible to staff.

End of life care, supporting peoples' nutritional needs and care for people who walk with purpose had improved.

There were enough staff to care for people, but the use of dependency tools to determine the number of staff required and to provide the right support for people needed to be improved. This would support better deployment of staff.

Further work was needed on all the above areas to fully meet the improvements required. We have extended the time for these to be completed.

We informed West Lothian health and social care partnership of our findings.

We did not amend the evaluations of the service because there were still some improvements required. We will undertake a further visit to monitor progress.

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

Q1 7.3 Staffing arrangements – Weak

## **Rozelle Holm Farm Care Home, Ayr**

Rozelle Holm Farm Care Home is registered to provide care for up to 38 older people. The provider is Mr Forbes Robertson.

We carried out an unannounced inspection of the care home between 12 and 19 November with Healthcare Improvement Scotland. On 12 and 13 November we had significant concerns about support for people to eat and drink, infection prevention and control practices and leadership. We issued a letter of serious concern to the provider on 13 November which detailed immediate action the home must take.

We returned to the service on 17 and 19 November with Healthcare Improvement Scotland to follow up on the letter of serious concern. We found little improvement and issued an improvement notice on 23 November. We found people were not supported to ensure they had enough to eat and drink, some had experienced significant weight loss.

The manager and staff lacked knowledge and skills in infection prevention and control practice. Reusable equipment was not clean. There was poor management of laundry and poor practice related to cleaning products and cleaning processes. Waste was not always disposed of in line with good practice.

There was some improvement in the supply of hot water, some bedrooms and toilets had only cold-water supply. There was a lack of leadership and accountability to ensure effective management of the health, welfare, and safety needs of people living in the home.

We returned to the service on 1 and 2 December with Healthcare Improvement Scotland to follow up on the requirements set out in the improvement notice. There was some improvement in the supply of hot water, management of laundry, waste and reusable equipment. The cleanliness of the environment was improved. An interim manager was in post. Staff training had commenced to improve understanding and practice. We extended the Improvement Notice until 14 December 2020.

We informed South Ayrshire health and social care partnership of our findings. They are providing extensive support to the home.

We will undertake a further visit to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Unsatisfactory

QI 7.3 Staffing arrangements – Unsatisfactory

## **Morar Lodge Nursing Home, Helensburgh**

Morar Lodge Nursing Home is a care home registered to provide care to 33 older people. The provider is Morar Lodge Nursing Home Limited.

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

We observed kind and compassionate interactions between staff and residents and staff were familiar with people's choices and preferences. Staff helped people maintain contact with family and friends through technology and phone calls. Outdoor and indoor visiting was in line with current guidance.

Personal plans did not include all the key information about how people's care and support needs were to be met. There was no anticipatory care planning.

The home was clean but was untidy and cluttered in areas, making cleaning in some areas difficult. The communal areas around the home had been adapted for the purposes of social distancing. PPE supplies were good and were easily available to staff throughout the home.

Some, but not all, staff were trained in infection, prevention and control and we observed learning was not always evident in some staff practices. Staff understanding about COVID-19 and current guidelines varied. Senior staff did not regularly audit staff practice to ensure effective compliance with best practice standards.

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

We informed Argyll and Bute 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

## **Mavisbank, Bishopbriggs**

Mavisbank is a care home 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 initial unannounced inspection of the care home between 22 and 26 October with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 11 November. We carried out a further inspection on 17 November to follow up on the improvements required from our initial inspection. We found little evidence of progress on our requirements and issued a letter of serious concern on 18 November requiring immediate action in relation to infection prevention and control.

We visited the service again on 23 November to follow up the letter of serious concern and found progress made in relation to most of the requirements. Staff knowledge and practice of infection control had improved to a satisfactory level, the cleaning of specific equipment was at an acceptable and safe level. Enhanced cleaning was not yet at an acceptable level and there was no quality assurance system in place to promote and maintain good infection control practice.

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

We will undertake a further visit to monitor progress.

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

## **David Cargill House, Glasgow**

David Cargill House is a care home registered to provide care to 45 older people. The service is operated by David Cargill House management committee.

We carried out an unannounced inspection of the care home on 18 November with Healthcare Improvement Scotland.

People received a good level of care and were offered a variety of meaningful activity. The service was very well supported by external health professionals. Feedback from relatives was very positive regarding the quality of care provided. People were supported to maintain contact with family and friends using technology.

The management team had a good overview of people's health needs and how to respond to them. Records needed to evidence the frequency and detail of how care was delivered to people in their rooms. Staff were observed to be very kind and compassionate and overall, people looked well and content.

The home was very fresh and clean with enhanced cleaning schedules in place. People were sitting at a safe physical distance and staff were adhering well to practice about PPE procedures and handwashing. A good standard of training was provided and staff were very knowledgeable about the guidance on infection prevention and control and their responsibilities in relation to this.

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

## Evaluations

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 – Very Good

QI 7.3 Staffing arrangements – Good

### **Preston House, Glenrothes**

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

We carried out an initial inspection of the service on 29 September, the findings of which were outlined in the report laid before parliament on 14 October. We completed a further inspection on 18 November.

When we visited on 18 November, we found improvements in the areas we had identified for improvement.

Medication management had improved with changes to record keeping and quality assurance. Very good standards of infection control and practice had been implemented. The home was well maintained, clean and tidy and enhanced cleaning schedules were in place. PPE supplies were good and were available for staff throughout the home. Staff were using the appropriate PPE in line with guidance. Staff received training and were knowledgeable about COVID-19 and infection prevention and control. Staffing arrangements were sufficient to meet the needs of the people.

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

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

### **Lauder Lodge, Edinburgh**

Lauder Lodge is a care home registered to provide care to 60 older people. The provider is Care UK Community Partnerships Ltd.

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

People were supported by the staff to maintain contact with family and relatives, using mobile phones and other technology. Visits took place in line with the current guidance. Families were informed and involved in their relatives' care and felt the quality of care was positive.

People were cared for by staff who were familiar with their choices and preferences. They had opportunities to socialise and engage in activities and were encouraged to

use communal areas. Personal plans contained up to date information, meaning staff knew how to support people well.

The home was clean and tidy and cleaning schedules and guidance were in place. PPE was available, however the placement of this was not always appropriate. Some staff were not following current guidance on PPE use. Staff practice in infection prevention and control and handwashing was audited.

Staffing arrangements were sufficient and staff were appropriately trained.

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 - Good

## **Cairdean House, Edinburgh**

Cairdean House care home is registered to provide care to 90 older people. The provider is Care UK Limited.

We carried out an inspection between 18 and 20 November 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, routines and preferences. Staff were kind and respectful. The home maintained social distancing and people had some opportunities to socialise within their own units.

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

Staff were trained in infection prevention and control and practice was observed to be good. The home was well maintained overall, but there were some areas that needed further cleaning. Appropriate PPE was not always available at point of use.

We raised these concerns on the first day of the inspection 18 November and when we returned to complete the inspection on 20 November, 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 - Good

## 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 initial inspection of the service on 27 October, the findings of which were outlined in the report laid before parliament on 11 November. We completed a further visit to the home on 18 November to follow up on improvements required in relation to infection prevention and control.

We found that infection prevention and control practices had been enhanced. The service had developed and implemented safe working systems around aerosol generated procedures. The location and storage of PPE and clinical waste bins were appropriate to support safe practice.

Staff were knowledgeable about the use of enhanced PPE. The service shared their learning about PPE supplies and use with other services in the area.

The quality assurance and audit processes in relation to infection prevention and control had been enhanced to reflect best practice, particularly in relation to aerosol generated procedures.

We informed Aberdeen 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 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 - Very Good

QI 7.2 Infection prevention and control practices – Very Good

QI 7.3 Staffing arrangements - Good

## **Wellmeadow Lodge, East Renfrewshire**

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

We carried out an initial inspection of the care home on 29 September with Healthcare Improvement Scotland. We completed this inspection on 30 September, the findings of which were outlined in the report laid before parliament on 14 October. We completed a full inspection of the service on 26 and 27 October with Healthcare Improvement Scotland and followed up on the improvements that were required. We issued an improvement notice on 3 November, detailing the actions required by 18 November, which was outlined in our report to parliament on 11 November.

We visited on 18 November with Healthcare Improvement Scotland to follow up on the improvement notice and found five of six required improvements had been met. Although staff had received training on COVID-19 and infection prevention and control, their practice did not fully comply with current guidance. Some areas of the home were not clean.

On 27 November, we carried out a further inspection with Healthcare Improvement Scotland to follow up on the outstanding requirement from the improvement notice and also additional requirements that were made following our inspection of 26 and 27 October. There was a lack of progress in relation infection control practice and procedures, cleaning schedules and management of re-usable equipment. We identified areas of the home that were not clean and areas which need refurbished. There were improvements in staffing arrangements and training.

New managers needed further support to implement improvements in relation to documentation and personal plans, training plans and record keeping, management systems and quality assurance.

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

We will undertake a further visit to follow up on the requirements not met at this inspection.

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

## **Fairview Nursing Home, Stirling**

Fairview Nursing Home is a care home registered to provide care to 60 older people. The provider is HC-One Ltd.

We carried out an unannounced inspection of the care home on 19 November.

We found that people were being well cared for and observed some good interactions between people and staff. People's care and support plans were of a good quality, though some improvement was needed for medication recording.

People were usually supported by care staff who were familiar with their choices and preferences. Due to a coronavirus outbreak in the home, activities in the home were limited and most people were staying in their rooms. Families were informed about their relatives' care.

The home was clean although some refurbishment would improve the experience for people who live there. Most staff were trained and knowledgeable in infection prevention and control. We saw good practice in relation to PPE and hand hygiene. There was a good stock of PPE. Staff reported good support from the management team. Staffing arrangements were sufficient to meet people's needs.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

## **Shoremill (Care Home), Cromarty**

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

We carried out an initial inspection of the service on 1 October, the findings of which were outlined in the report laid before parliament on 14 October. We completed a further visit to the home on 19 November to follow up on the improvements that were required regarding cleaning regimes, staff knowledge and understanding of infection prevention and control and care plans.

When we visited on 19 November, we found progress in all areas identified for improvement. We found that cleaning schedules had been revised. Staff had a greater understanding of current guidance and infection control procedures. Although people's health and care needs had been evaluated, care plans did not provide sufficient detail to support staff to fully meet people's needs.

We informed NHS Highland of our findings.

We will undertake a further visit to monitor progress.

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

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Applecross Nursing Home, Glasgow**

Applecross Nursing Home is a care home registered to provide care for 22 older people and up to 60 younger residents with physical and sensory impairments. The provider is Applecross Nursing Home Ltd.

We carried out an unannounced inspection of the care home on 19 November with Healthcare Improvement Scotland.

People who live in the home were well cared for by staff who knew them well. Meaningful activities were provided and residents were supported to use the outdoor space. They were kept connected with their relatives using telephone and other technology.

Staff provided good detail on how they supported people, but this was not always reflected in written care plans. The service had developed anticipatory care plans.

Improvement was required in relation to infection control practices. The standard of cleanliness throughout the home was generally good, however, improvements were required to keep reusable equipment clean. The service needed to ensure staff who provide support to people with complex needs have the required training, skills and specialist equipment. Staff had access to plentiful supplies of PPE and were observed to use PPE appropriately.

Staff had completed infection prevention and control training, however, further training was required, including on palliative care. The impact of training needed to be strengthened through observations of staff practice.

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

We will undertake a further visit to monitor progress.

## Evaluations

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

## Durnhythe, Portsoy

Durnhythe is a care home registered to provide care for up to 35 older people. The provider is Aberdeenshire Council.

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

People who used the service were well cared for in a homely environment. People were supported to maintain contact with family and friends using technology. Visiting had been organised both outdoors and indoors in line with the current guidance. People were supported to remain active, with a wide range of one to one and small group activities, with social distancing taking place. Families were informed and involved in their relative's care.

The cleanliness of the environment was of a high standard. The provider had ensured a clutter free environment while maintaining a homely experience. PPE was available, however, improvements needed to be made in how PPE was stored and accessed. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. We gave advice on improving systems around the laundering of duvets.

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

Staffing arrangements were sufficient to meet the needs of the people who received the service and observation levels of people were good. Staff adhered to social distancing measures wherever possible and supported residents to also keep themselves safe.

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 – Very Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

## Greencross, Cambuslang

Greencross is a care home registered to provide care for 45 older people and 31 adults with Korsakoff Syndrome. The provider is Thistle Healthcare Limited.

We carried out an unannounced inspection of the care home on 23 November with Healthcare Improvement Scotland.

People experiencing care were supported in a holistic and person-centred way. Staff knew people's needs and preferences. People told us they were well cared for, felt safe, and looked relaxed with those providing their support. Staff supported people to maintain good contact with family and friends. Visits were in line with current guidance and families were kept updated. Staff enabled people to be active individually and in groups in communal areas, their own rooms or in the garden. Measures were in place to maintain physical distancing.

The home was clean and clutter free. Enhanced cleaning schedules were in place. PPE supplies were plentiful and were available throughout the home. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. We observed staff carry out safe infection control practice throughout our inspection. Aspects of the environment were tired and would benefit from refurbishment to facilitate effective cleaning.

Staffing levels were appropriate to meet people's needs with additional supernumerary staff and activity staff available. This took into consideration the layout of the building and the need to provide opportunity for people to experience meaningful moments in their lives.

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

## Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Very Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Very Good

## **Abbeyfield Extra Care House and Templeton House, Rutherglen**

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

We carried out an unannounced inspection of the care home on 13 October with Healthcare Improvement Scotland. We issued a letter of serious concern to the provider on 14 October, which detailed immediate action that the home must take. We visited on 20 October to follow up on the areas of serious concern and found some progress had been made. The findings were outlined in the report laid before parliament on 28 October.

We completed a further inspection on 23 November with Healthcare Improvement Scotland to follow up again on improvements required. We found that good progress had been made in relation to staff training, monitoring people's health care needs and in personal care plans. Good progress was also found in infection prevention and control measures, including PPE use and social distancing and in quality assurance. Improvements were not in place to address quality assurance in relation to the clinical needs of people living in the service.

We informed South Lanarkshire health and social care partnership about 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 – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Drumdarroch House Nursing Home, Inch**

Drumdarroch House Nursing Home is a care home registered to provide care for up to 41 older people. The provider is Priority Care Group Limited.

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

People were supported to maintain contact with family and friends, using technology and managed indoor and outdoor visits. There were good levels of meaningful engagement for people in the service and 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 point of care, and the provider maintained sufficient supplies. Staff were knowledgeable about the correct use of PPE and used it appropriately.

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

Staffing arrangements were sufficient to meet the needs of the people who receive the service. Staff adhered to social distancing measures 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

## **Edinbarnet, Clydebank**

Edinbarnet is a care home registered to provide care to 48 older people. The provider is Edinbarnet Estates Ltd.

We carried out an unannounced inspection of the care home on 24 November.

People were highly complementary about the care and support provided. Staff assisted residents to keep in touch with family and friends with virtual calls and telephone. At the time of our visit all non-essential visits were cancelled on advice from the Public Health.

Staff engaged well, were respectful and provided reassurance to residents. This was important when residents were self-isolating in their bedrooms. Staff engaged residents in activities, in their bedrooms, to provide mental and social stimulation. We observed that every effort was made to maintain social distance. We observed a high standard of compassionate care being given to residents.

Drinks and snacks were readily available for residents throughout the home to encourage good dietary and fluid intake. There was good evidence of joint working with other health professionals.

Staff were knowledgeable about COVID-19 symptoms. There were plentiful supplies of accessible PPE. New PPE stations were set up outside residents' bedrooms when people were isolating.

Staff worked very effectively in teams and supported one another. Staff were confident in their roles. On the odd occasion when agency workers were used, a good system was in place to ensure temporary staff were appropriately experienced, trained and tested.

We found that audits and spot checks, as part of quality assurance, could be used to better evidence the management oversight of the home. For example, regular housekeeping checks were not always recorded.

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?' - 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

## **Braeside House, Edinburgh**

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

We carried out an unannounced inspection of the care home on 14 October, the findings of which were outlined in the report laid before parliament on 28 October. We carried out a follow-up inspection of the care home on 24 November. This focused on required improvements in respect of infection prevention and control practices.

We found the service had made improvements across all required areas. There were improvements around the safe storage and labelling of cleaning products. There was an increase in the provision of clinical waste disposal bins and more PPE stations which allowed staff better access to PPE. PPE was used appropriately. Staff followed best practice guidance around hand washing. This helped reduce the

potential for cross-infection.

Management had undertaken a series of audits and spot checks around staff compliance with best practice in the use and disposal of PPE. There was improvement around the documenting of cleaning and other housekeeping activities essential to help maintain an infection free care setting.

Staff were responsive to resident's requests for assistance.

We informed Edinburgh 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?' – Adequate

Quality indicator (QI) evaluations:

7.1 People's health and wellbeing – Good

7.2 Infection prevention and control practices – Adequate

7.3 Staffing arrangements – Good

## **Orchardhead House, Rosyth**

Orchardhead House care home is registered to provide care for up to 34 older people. The provider is Karen Reid trading as Orchardhead House.

We carried out an unannounced inspection of the care home on 24 November.

People's health and wellbeing needs were met. We observed kind and compassionate interactions between staff and people. The home had considered the impact of the COVID-19 pandemic on each person and planned how best to support them.

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

The environment was clean. PPE stations were set up around the service, and the correct waste facilities were used. The home had been decluttered to enhance cleaning, yet a homely experience was maintained. Good systems were in place for cleaning and infection prevention and control. The provider had effective audit tools in place to quality assure the service in respect of COVID-19.

All staff had completed initial COVID-19 training, and regularly updated their knowledge and practical skills. They were knowledgeable about infection prevention and control measures and we observed safe working practices. Staff were also knowledgeable about the signs and symptoms of COVID-19 and knew what measures to take. All staff had completed initial COVID-19 training and regularly updated their knowledge and practical skills.

Staffing arrangements were sufficient to meet the needs of the people who receive the service. Staff adhered to social distancing measures and supported residents to keep themselves safe.

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

## **Evaluations**

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

## **St. Brendan's (Care Home), Isle of Barra**

St Brendan's (Care Home) is registered to provide care to 10 older people. The provider is Comhairle nan Eilean Siar (Western Isles Council).

We carried out an unannounced inspection on 24 November.

People were supported in a kind and compassionate way. Families felt informed and involved in their relatives' care and contact with family and friends was maintained using technology. Visiting was taking place in line with current guidance.

Measures were in place to maintain social distancing. People were supported to remain active and to move around safely. There were limited individual and group activities and limited access to outdoor space. Personal plans were outcome focused and reflected people's needs and wishes.

The environment was clean and uncluttered. Enhanced cleaning schedules were in place. Minor repairs were needed to ensure effective cleaning. PPE stocks were good and used appropriately. Appropriate signage provided important infection prevention and control prompts. 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.

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

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

## **Rosehall Manor, Shotts**

Rosehall Manor is a care home registered to provide care to a maximum of 64 older people. The provider is Third Life Care Limited.

We carried out an unannounced inspection of the care home on 24 November.

Staff supported people to keep in touch with relatives using technology and social media. The feedback from families was positive, they were informed and involved in their relatives' care.

People's needs and preferences were well known by the staff. People were able to freely move around the home and staff promoted social distancing. Activities were taking place, although the provider could make better use of the outdoor space for people. People who stayed in their rooms received regular wellbeing checks from staff.

The home was clean and free from clutter. Care equipment was regularly cleaned, enhanced cleaning was in place for frequently touched surfaces. Senior staff monitored infection prevention and control measures.

Staff had been trained in infection prevention and control and the use of PPE, but we observed learning was not always evident in some staff practices.

Staffing levels were sufficient to provide the care needed for people's health and wellbeing.

We saw staff using up to date electronic care plans. These were of a good quality and assessments were completed, meaning individuals needs were clearly identified and planned for.

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Good

QI 7.2 Infection prevention and control practices - Good

QI 7.3 Staffing arrangements - Good

## **Kintyre House (Care Home), Invergordon**

Kintyre House (Care Home) in Invergordon is registered to provide care to 41 older people. The service is operated by Gate Healthcare Limited.

At the initial inspection on 1 July, we identified areas of concerns in relation to people's care and support, infection prevention and control and staff training and competence. We visited again on 17 July, the findings of which were outlined in the report laid before parliament on 5 August. We found improvement in relation to the cleanliness of the environment and reusable equipment. A programme of staff training about infection prevention and control had commenced.

We carried out a further inspection of the service on 25 August, the findings of which were outlined in the report laid before parliament on 2 September. We found there was significant progress in the safe use and disposal of PPE. Most staff had completed appropriate training in relation to infection prevention and control procedures and the management of COVID-19. Improvement was required to improve the quality of care planning.

We carried out another visit on 25 November to follow up on the remaining area of concern in relation to people's care. Care plans contained up-to-date information and reflected an outcomes focused approach. This will support people to fulfil their individual needs and wishes.

We informed NHS Highland 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

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Good

QI 7.3 Staffing arrangements – Adequate

## Glebe House Care Home, Ayr

Glebe House Care Home is registered to provide a care service to 44 adults and older people. The provider is West Coast Care Ltd.

We carried out an unannounced inspection on 25 November with Healthcare Improvement Scotland.

Staff were compassionate and respectful towards people experiencing care. People were supported to maintain meaningful contact with relatives using technology, outside and window visits. Staffing levels were insufficient to meet the complex needs of people in the service. There was no programme of activities evident to support people and help them feel engaged and physically involved.

The home was clean and free from clutter. The laundry service was well organised and followed infection prevention and control standards.

We had some concerns that best practice in infection prevention and control measures were not in place to keep people safe. There was a lack of clinical waste bins and cleaning schedules were difficult to understand. Domestic staffing levels need to be improved.

There was insufficient evidence that staff had been provided with training in relation to COVID-19. There was no observation of practice to ensure infection prevention and control standards were met.

Care plans contained background information and identified people's health needs, with evidence of the involvement of other medical and mental health professionals. However, the demands on the nurses and care staff to fully meet those needs was impeded by the staffing levels and lack of training.

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

We will undertake a further visit to monitor progress.

## Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

## **Ruthrieston House, Aberdeen**

Ruthrieston House care home is registered to provide care to 40 older people. The provider is Aberdeen Association of Social Service, a company limited by guarantee, trading as VSA.

We carried out an unannounced inspection of the care home on 25 November.

We found that people who used the service were well cared for in a homely environment. People were relaxed and comfortable and staff knew people well. They were supported to use equipment such as 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.

People were able to move freely around the home. We saw small group and 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 and equipment were clean with cleaning schedules and audits in place. The cleaning products and equipment were appropriate and plentiful.

PPE was plentiful and readily available although storage and disposal of PPE did not follow best practice guidance.

Staff were knowledgeable and informed about current guidelines in relation to COVID-19 and infection prevention and control. PPE was not always used correctly to prevent cross infection.

The staffing arrangements were sufficient to meet the needs of the people, with agency staff included in the weekly testing regime.

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?' – 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

## Rose House, Dundee

Rose House care home is registered to provide care to 23 older people. The provider is Thomas Dailey trading as Kennedy Care Group.

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

Feedback from some families was that they did not feel well informed about their relative's care. People were not fully supported to maintain contact with family and friends. Some outdoor visiting was taking place, but indoor visits were not, with the exception of essential visits for end of life care.

Areas of the home were not heated to a level appropriate for the people who lived there. We returned to the home within 24 hours to ensure sufficient heating was provided.

People were supported by staff who were familiar with their needs. Staffing levels were not always sufficient to keep people safe. Adequate supervision of communal areas could not be guaranteed when staffing levels were low. Staffing numbers demonstrated a lack of understanding of the differing dependencies of people living in the home.

The home was clean and tidy, however standards of cleanliness in the bedrooms was variable. Two bedrooms were of a poor standard. A number of chairs in the communal areas needed to be replaced. The overall maintenance of the home required attention.

PPE supplies were adequate however current guidance was not always followed regarding the type of gloves used. Staff had only recently received full training about COVID-19 and infection prevention and control, however not all staff had completed this. There was insufficient provision of clinical waste bins throughout the home.

We informed Dundee 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

## Queensberry Care Home, Sanquhar

Queensberry care home is registered to provide care to a maximum of 44 older people. The service is provided by Harvey's Healthcare Ltd.

We carried out an initial unannounced inspection of the service on 8 July with NHS Dumfries and Galloway, the findings of which were outlined in the report laid before parliament on 22 July. We completed a further unannounced visit to the home on 26 November to follow up on the improvements required.

We found people were supported by a consistent care team who interacted with them with kindness.

We found improvements in relation to laundry environment, equipment, and practices. The flow of laundry and some items of equipment that were not clean had been attended to. The use of appropriate cleaning products was evident, and equipment was clean.

Previous concerns about staffing for cleaning, laundry, and maintenance had also been addressed. A new maintenance person had been employed and cleaning and laundry staff were sufficient.

The service had also progressed the use of anticipatory care plans to inform GP practices of people's wishes. Anticipatory care plans were clearly in place and had been agreed appropriately.

We informed Dumfries & Galloway health & social care partnership of our findings and they continue to support the home.

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

### Evaluations

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

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## Kincaid House, Greenock

Kincaid House care home is registered to provide care to 90 older people. The provider is Daviot Care Ltd.

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

People were supported to maintain contact with family and relatives using technology. Outdoor visiting was well supported in line with the current guidance. Staff were promoting social distancing with people they support. This was managed sensitively.

Aspects of staff practice did not always promote the principles of choice, dignity, and respect for people living in the home. There was a need to improve the range and access to meaningful activities to ensure that people did not feel isolated or lonely.

The management of nutrition and hydration needs for individuals needs to improve to best support people's health and wellbeing. We found the management of risk needs to improve. This included managing individuals' weight, skin integrity and minimising falls.

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

PPE supplies were good. However, there was a need for improvements in storage, access, and disposal of PPE.

Staff received training about infection prevention control. However, guidance about the use of PPE and correct hand hygiene was not always followed.

Staffing arrangements were not sufficient to meet the needs of the people receiving care in the service. There was a need to review the staffing levels and the skill mix to ensure that they were responsive to the changing needs of people living in the home.

We informed Inverclyde 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 - Adequate

QI 7.3 Staffing arrangements - Weak

## **Cathkin House Care Home, East Kilbride**

Cathkin House care home is registered to provide care to 44 older people. The provider is Care UK Limited.

We carried out a COVID-19 focussed inspection of the service on 29 May, the findings of which were outlined in the report laid before Parliament on 10 June. We made a further visit to the service on 1 and 2 December with Healthcare Improvement Scotland to follow-up on the improvements identified and to complete a non-COVID-19 related inspection.

People were supported by staff to maintain contact with family and friends through the use of technology. Visiting had taken place in the garden with a system in place to manage this in line with the current guidance. 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.

Staffing arrangements were sufficient to meet people's needs. A quality assurance system was in place and embedded to evidence improvement.

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – not assessed (see additional evaluations below)

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements - Good

Additional evaluations from this inspection (non-COVID QIs):

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

QI 2.2 Quality assurance and improvement is led well – Good

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

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

## **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 initial inspection of the service on 10 November, the findings of which were outlined in the report laid before parliament on 25 November. We completed a further inspection of the home on 1 December to follow up on the improvements that were required.

When we visited on 1 December, the environment and equipment were clean. An enhanced cleaning schedule and audit had been introduced and appropriate cleaning materials were in use.

There was an adequate supply of PPE available which was stored safely. PPE stations were appropriately placed and checked daily. Staff were observed to be using PPE safely and in line with guidance. Additional training had been provided and staff were able to confidently demonstrate their understanding of safe infection prevention and control. Systems to evaluate the impact of staff training and maintain good practice had been developed.

Staffing levels were found to be sufficient to meet peoples' needs. Changes had been made in relation to how staff were deployed.

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

We have reviewed 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

## **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 completed a follow-up inspection on 9 November with Healthcare Improvement Scotland. We found that the cleanliness of the home had improved while the care equipment required action to ensure consistent infection prevention and control standards. We outlined this in the report laid before parliament on 25 November.

We carried out a further inspection on 1 December 20 with Healthcare Improvement Scotland to follow up again on improvements that were required. We found the cleanliness of the home had improved. The arrangements for checking some equipment still required attention to maintain infection control standards consistently.

Staff refresher training on infection prevention and control was evident in their practice. Arrangements to monitor this were in place.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

## **Willow House, Anstruther**

Willow House is a care home registered to provide care to 40 older people. The provider is Kingdom Homes Ltd.

We carried out an unannounced inspection of the care home on 2 December with Healthcare Improvement Scotland.

People living in the home were supported to stay both physically and mentally well and were able to have regular contact with family and friends. The home had put in place appropriate measures to maintain social distancing as well as support for people to move around safely. The staff team was responsive to peoples' wellbeing needs and there was good evidence of linking with external agencies. When we checked medication records, we found that it was not always clear that people had received all of their required medication and improvements were necessary to ensure that their healthcare needs were fully met.

We found the home to be clean, tidy and well maintained. Care equipment was clean. PPE supplies were good and available for staff throughout the home. The home had developed systems to audit infection prevention and control measures and staff practice such as hand washing. Senior staff regularly observed staff members' use of PPE.

There was a good level of staff on duty to meet peoples' needs. Staff told us that the staffing levels were good, and this allowed them to spend time with residents.

We will undertake a further visit to monitor progress where improvements were necessary.

We informed Fife health and social care partnership of findings.

## Evaluations

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

Quality indicator (QI) evaluations -

QI 7.1 People's health and wellbeing - Adequate

QI 7.2 Infection prevention and control practices - Good

QI 7.3 Staffing arrangements - Good

## Lochbank, Forfar

Lochbank care home is registered to provide care to a maximum of 35 older people. The provider is Thomas Dailey trading at Kennedy Care Group.

We carried out an initial inspection of the service on 12 August with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 19 August 2020. We completed a further visit to the home on 2 December to follow up on the improvements that were required in relation to staff training, engagement with residents and infection prevention and control.

When we visited on 2 December, there were a variety of activities for people in place and the team was planning for future activities. All staff demonstrated a more holistic approach to care. Mealtime arrangements had improved, and people received a choice of nutritious foods and discreet support when needed. These improvements had a positive effect on resident's wellbeing.

We found significant progress in the development of the infection control programme, audits, competency and compliance checks. The environment was clean and cleaning schedules indicated good routines, deep cleaning and use of appropriate products. Further work is required to develop effective recording systems for areas for improvement.

Improvements had also been made in staff training. The staff and management team worked well together, impacting positively on people's overall experience.

A staffing contingency plan was available and there was evidence to support that this was reviewed regularly by the home manager and provider.

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

## Evaluations

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

## Earlsferry House Care Home, Leven

Earlsferry House Care Home is registered to provide care to 26 older people. The provider is Earlsferry House Care 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 carried out a further inspection on 2 December 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, availability of staff and opportunities for people to have meaningful activities.

When we visited on 2 December, there were improvements in all these areas. The home was tidy, and the environment was clean, and equipment was well maintained. Enhanced cleaning schedules were in place which included cleaning of touch points throughout the home. PPE supplies were good. Staff practice was regularly audited and there were detailed records of training and competency. A wide variety of activities were now taking place in the home and people had opportunities to socialise with each other. It was clear that this was having a positive impact on people's well-being.

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

We have 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

## Finavon Care Home, Glenrothes

Finavon Care Home is registered to provide care to 24 older people. The provider is Kingdom Homes Ltd.

We carried out an unannounced inspection of the service on 3 December.

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

People were able to move freely around the home. We saw one-to-one activities taking place and people were also able to access the well-maintained garden.

The home was clean and uncluttered. Enhanced cleaning schedules included frequent cleaning of touch points. Supplies of PPE were good and were available. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. This included competency-based assessments of practice. There were good systems for checking and assuring standards could be maintained.

We found that care staff were deployed in sufficient numbers, with appropriate skills mix, to meet people's needs. There was a staffing contingency plan to help manage staff absence or shortages.

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

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