



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

**Laid before Parliament 23 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 of 9 December 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.

## **Meadowvale Care Home, Bathgate**

Meadowvale care home is registered to provide care for up to 52 older people. The service is operated by Meadowvale Care (Bathgate) Limited.

We carried out an unannounced inspection on 23 November with NHS Lothian.

Personal plans were outcome focused and reflected people's needs and wishes, including anticipatory care plans. Staff needed to be more proactive in providing families with updates about their relatives and ensuring that regular contact was maintained with them. We found there were close working relationships with health professionals.

The home was clean, and an enhanced cleaning schedule was in place. However, staff changing areas were cluttered and contained many non-essential items. There was sufficient PPE available. However, in some areas PPE was stored inappropriately on handrails. This increased the risk of contamination and possible spread of infection. Managers resolved this during the inspection.

Although staff were trained in infection prevention and control, we found that Standard Infection Control Precautions (SICPs) were not always followed. Some staff were wearing jewellery and watches. There was incorrect application of guidance about face visors. A more robust quality assurance system was needed to monitor practice including hand hygiene.

There were some issues with staffing levels, although this had improved with the use of agency staff. More oversight was needed to ensure that each shift had an appropriate mix of experienced and temporary staff.

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

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

### **Evaluations**

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

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Weak

QI 7.3 Staffing arrangements – Adequate

## **Braemount Nursing Home, Paisley**

Braemount care home is registered to provide care to a maximum of 90 older people of whom 60 may have dementia. The provider is Advinia Care Homes Limited.

We carried out an unannounced inspection of the service on 24 November. We issued a serious letter of concern to the provider on 25 November which detailed immediate action that the home must take. We made further visits to the service on 27 November and 3 December to follow up on the improvements we had required.

During our inspection visit on 24 November, we identified serious concerns in relation to the quality of information exchanged between staff and the completion of support plan assessments. Improvement was required to ensure that individual's needs were always clearly identified and effectively planned for. We had serious concerns in relation to the cleanliness of the environment and the equipment used by residents. While staff were knowledgeable and informed about COVID-19 and current guidelines, they did not always follow the guidelines for hand hygiene and use of PPE. Improvement was required in infection control practices.

During the visits on 27 November and 3 December, we found improvements in relation to the identified areas of concern and assessed that the requirements made had been met. Nutritional and hydration support had improved, as had the lines of communication between staff and the sharing of essential information to support people's care. The standard of cleanliness of the general environment, and equipment had also been improved. New furnishings had been purchased and were in use. We found that current guidance around the safe management of linen was being followed. Improvements had also been made in the availability, storage, use and disposal of PPE and there were improvements in the signage and location of PPE stations.

We identified further areas for improvement in relation to quality assurance and monitoring systems, care plans, some additional aspects of infection prevention and control and in management and leadership. These are subject to further requirements for the service.

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

We will undertake further visits 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

## **Meadowlark, Forres**

Meadowlark is a care home registered to provide care to 57 older people. The provider is Renaissance Care (No1) Limited.

We carried out an unannounced inspection on 1 and 2 December.

People were supported by staff who were familiar with their choices and preferences. They were supported to socially distance, remain active, and take part in one-to-one activities. People and their families kept in touch and indoor and outdoor visits were supported in line with guidance.

Care plans were person-centred and had sufficient detail to enable staff to meet people's needs. However, people's health and care were not consistently evaluated and not all relatives were involved in reviewing people's care.

The home was clean, tidy and well maintained. While a program of refurbishment had commenced, toilets, wet rooms and sluices were yet to be completed. Floor and ceiling damage within these areas made cleaning difficult and increased the risk from infection. Enhanced cleaning schedules were in place. Cleaning and decontamination of re-usable equipment was in line with guidance.

PPE supplies were good and readily accessible. PPE use and disposal were in line with guidance.

There were sufficient staff to meet people's health and care needs. Staff had completed infection prevention and control and COVID-19 training, but there had been no formal evaluation of staff practice.

The home had a contingency plan to support the service if care staff were absent because of illness, self-isolation or exclusion following a positive COVID-19 test.

### **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

## **Ardencraig Care Home, Glasgow**

Ardencraig care home is registered to provide care to 26 older people and 64 adults with physical disabilities and mental health issues. The service is provided by Thistle Healthcare Limited.

We carried out an unannounced inspection of the care home with Healthcare Improvement Scotland on the 1, 4 and 8 December.

During our inspection visit on 1 December we observed caring staff and noted that staffing levels were sufficient to be responsive to people's changing care and support needs. Staff told us they felt well supported by the management team. However, we identified serious concerns in relation to infection prevention and control including the cleaning of the environment, cleanliness of reusable equipment, management of laundry, management of waste, the cleaning products used and the care of cleaning equipment. Although staff had received training in infection prevention and control practice, they did not fully comply with current guidance. Not all staff demonstrated an understanding or knowledge about COVID-19. We issued a letter of serious concern to the provider on 2 December which detailed immediate action to be taken.

When we revisited on 4 December, we found improvement with the management of waste and a plan was in place to manage the care for people infected with COVID-19. However, we did not find enough progress to meet the other concerns identified. We visited again on 8 December and found some improvement, but not enough had been done in relation to infection prevention and control. We issued an improvement notice to the provider on 11 December, detailing actions required by 15 December.

We visited the service on 15 and 16 December with Healthcare Improvement Scotland. We found some areas of the home were being redecorated and audit systems were being developed to monitor infection prevention and control practice. We found some bedrooms were still not clean enough and progress was not sufficient to meet the requirements outlined in the improvement notice. We have extended timescales for the required improvements to 17 January 2021.

We informed Glasgow City 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 from the improvement notice.

## **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

## Victoria Manor Nursing Home, Edinburgh

Victoria Manor Nursing Home is a care home registered to provide care to 118 older people. The provider is HC-One Oval Ltd.

We carried out an unannounced inspection of the care home on 2 December with NHS Lothian.

We found staff were kind, compassionate and respectful in their interactions with people and were familiar with people's preferences and choices. People had access to food and fluids and their nutritional preferences and needs were considered. Support plans recorded some individual activities for people and group activities were taking place although social distancing during group activity was an issue. The home was clean and tidy, however, more attention to detail was needed to ensure equipment and furnishings in some areas were clean. Improvements were needed to maintenance and décor to facilitate more effective cleaning.

Staff had been trained in infection prevention and control and followed guidance. PPE was available to staff, however, this should be more easily accessible.

Overall leadership of the service was positive, and staff felt well supported.

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

## Kirkburn Court Care Centre, Peterhead

Kirkburn Court Care Centre is a care home registered to provide care for up to 64 older people. The provider is Barchester Healthcare Ltd.

We carried out an unannounced inspection of the care home on 2 December.

People were supported by a staff team who were familiar with their preferences and choices, and who treated them with dignity and respect. There was a range of meaningful activities available for people. Staff were attentive and ensured regular interaction with people who chose to stay in their own rooms.

People were supported to maintain contact with family and friends using technology and indoor and outdoor visiting was organised in line with current guidance. Measures were in place to maintain social distancing and to support people to move around the home or use the outdoor space safely.

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

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

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

## **Hamewith Lodge, Aberdeen**

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

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

People were supported by the staff to maintain contact with relatives using technology and supervised outdoor visiting. A risk assessment has been submitted for indoor visits and has been approved by public health.

People were supported by staff who were familiar with their choices and preferences. Staff responded to changes in physical and mental health and sought appropriate involvement from health colleagues. Activities were provided in small groups and on a one-to-one basis, in people's rooms and in communal areas. Support plans were comprehensive and contained COVID-19 specific information.

Although staff were knowledgeable and informed about current guidelines in relation to COVID-19 and infection prevention and control, guidance about infection prevention and control guidance was not fully implemented.

The home was superficially 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 more effective cleaning was needed. Improved quality assurance measures and enhanced staff training would be helpful.

Staffing arrangements were sufficient to meet the needs of people. Staff felt supported by the management team.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements - Good

## **Grant House (Care Home), Grantown-on-Spey**

Grant House care home is registered to provide care to 20 older people. The provider is NHS Highland.

We carried out an unannounced inspection of the care home on the 3 and 4 December.

People were supported in a caring and warm manner and staff took time to get to know people's likes and dislikes. People were supported to look and feel well. This contributed to people's sense of respect and dignity. Staff helped people to use technology and other methods to maintain contact with relatives. Visitors were enabled to visit safely. Feedback from families was very positive, they felt informed and involved in their relatives' care.

The environment was clean and well maintained and enhanced cleaning happened frequently. There were good systems to prevent cross infection between different areas of the home and equipment was not shared. There was a good supply of

cleaning products and equipment which were used in line with guidance. A few areas needed further decluttering. The service planned to replace older furniture. Staff used PPE appropriately and demonstrated good knowledge of COVID-19 information and guidance. Staff were confident and competent and practiced good infection prevention and control. Staff practice was quality assured.

Staff morale was good, and staff felt well supported. Staff testing for COVID-19 was undertaken in line with guidance.

## **Evaluations**

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

QI 7.1 People's health and wellbeing – Very good

QI 7.2 Infection control practices – Good

QI 7.3 Staffing arrangements – Good

## **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, the findings of which were outlined in the report laid before parliament on 25 November 2020.

We completed a further inspection on 4 December to follow up on the improvements required. These were in relation to documentation recording and assessment of staffing levels. We found that good progress had been made across the areas highlighted with both requirements met.

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

## **Evaluations**

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

## **Well Hall Residential Home, Hamilton**

Well Hall Residential Home is a care home 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, the findings of which were outlined in the report laid before the parliament on 25 November.

We completed a further visit on 7 December to follow up on the improvements that were required. These related to infection prevention and control, staffing and people's wellbeing.

We found the cleaning of the home, care equipment and furnishings improved. This was supported by effective management oversight. There were still further improvements required. Housekeeping staff require further training relating to the use of appropriate cleaning materials.

PPE access had also been improved. Staff knowledge and practice on the use of PPE was also better and was in line with good practice. Training, supervision and observation of staff practice had taken place and focused on knowledge and support needs related to COVID-19 guidance.

Personal plans had sufficient information to enable staff to meet people's health and care needs but need to be more person-centred. Activities had improved to offer improved mental and physical stimulation.

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

## **Evaluations**

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

## **Heathfield House Care Home, Ayr**

Heathfield House Care Home is registered to provide care to 88 older people. The provider is Heathfield Care and Residential Homes Limited.

We carried out an unannounced inspection of the care home on 7 December with Healthcare Improvement Scotland.

People were supported by a consistent care team who knew their preferences well. While some staff interactions with people were kind and compassionate, practice did not always result in a relaxed care experience for people. One area of the home was too busy for people who experience stress and distress reactions. The benefits of smaller group living needs to be explored. Staff were aware of social distancing measures, but this was not working well in some areas. The use of the communal spaces was altered during the inspection to reduce the number of people using the large open plan lounge- dining room. People had access to outdoor space in the garden areas.

The premises and most items of furnishings and equipment were clean. PPE was available, and posters displayed the correct procedures for use. Further improvements were made during the inspection to ensure the recommended type of

gloves were used and additional bins provided for easy disposal of PPE. The type of cleaning product in use was reviewed to ensure best practice. And action was taken to replace some mattresses.

The management team monitored the sufficiency of staff and varied this to meet people's needs. There were further changes planned to ensure people's safety and improve the care experience.

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Cumnor Hall, Ayr**

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

We carried out an inspection of the service on 5 August with Healthcare Improvement Scotland and issued a letter of serious concern on the 6 August. We completed further visits to the home with Healthcare Improvement Scotland on 11 August and 22 October, the findings of which were outlined in the reports laid before parliament on 19 August and 11 November.

We visited the service again on 9 November and 8 December to follow up on improvements required. We found the general cleanliness of the home had improved. Staff had developed competencies on the correct use of PPE. There were also improvements in quality audits to ensure the environment was clean and safe.

Some progress had been made toward supporting staff to access learning. However, this did not include senior staff. Staff competencies were not assessed.

We will follow up on improvements to ensure all staff have access to learning.

We have informed South Ayrshire 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

## Wyvis House Care Home, Dingwall

Wyvis House care home is registered to provide a care service to 50 adults, including some older people. The provider is Wyvis House Care Home Ltd.

We carried out an unannounced inspection on 8 December.

People were supported in a kind and compassionate way. Some families felt informed and involved in their relatives' care, others felt this could be better. People were supported to maintain contact with family and friends using technology. Visiting was taking place in line with current guidance.

Most people were supported to move around the home and remain active. Some people seated for extended periods in wheelchairs were at risk of skin damage. Social distancing was not always observed.

The environment was cluttered and dirty. Some furniture was old and worn and some areas of the environment needed refurbishment. Domestic cover was not sufficient and there was a lack of effective enhanced cleaning.

There was a disorganised approach to the provision of PPE. Some staff were not using PPE in line with current guidance. Staff received training in relation to COVID-19, however, they did not always demonstrate their knowledge in practice. There were no effective quality assurance systems in place.

Personal plans contained risk assessments and a summary of the person's needs. Not all plans had been fully developed in a person-centred way.

Staffing arrangements were sufficient to meet people's needs. There was a contingency plan to help manage staff absences in the event of an outbreak.

We informed NHS Highland of our findings.

## Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Adequate

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements - Adequate

## **Laurels Lodge Care Home, Aberdeen**

Laurels Lodge Care Home is registered to provide care for up to 45 older people. The provider is Laurels Care Home Limited.

We carried out an unannounced inspection of the care home on 8 December 2020.

People were being supported to maintain contact with families using a variety of methods. There were good 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 the provider maintained sufficient levels of supplies. Staff were knowledgeable about the correct use of PPE and were observed to use it appropriately.

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

Staff were knowledgeable about the signs and symptoms of COVID-19 infection 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.

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 Aberdeen City health and social care partnership of our findings.

### **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Very Good

QI 7.2 Infection prevention and control practices – Very Good

QI 7.3 Staffing arrangements – Very Good

## Davidson House, Edinburgh

Davidson House is a care home 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 of which 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 progress in relation to improvements that were required. The findings of this were outlined in the report laid before parliament on 25 November.

We visited again on 8 December to follow up on the outstanding improvements that were required.

Infection prevention and control practice and the use of PPE had improved. Additional clinical waste bins were in use and enabled staff to dispose of waste appropriately. Management had completed audits and from these, mattresses and other items had either been replaced or deep cleaned. The daily cleaning of furnishings and frequent touch points in the home was being documented.

Staff had completed infection prevention and control training provided by the health and social care partnership and additional training as part of the provider's own programme. Management were observing staff's infection prevention and control practice. We concluded that staff delivered support in line with infection prevention and control best practice guidance.

We have informed Edinburgh health and social care partnership about our findings, and they continue to provide support to the service.

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.

## Bonchester Bridge Care Centre, Hawick

Bonchester Bridge Care Centre is a care home registered to provide care to 28 older people. The provider is St Philips Care Limited.

We carried out an unannounced inspection on 8 December with Healthcare Improvement Scotland. We issued a letter of serious concern to the provider on 9 December. This detailed immediate action that the provider must take in relation to infection prevention and control and staffing. We made a further visit to the service on 14 December with Healthcare Improvement Scotland to follow up on the improvements required.

When we visited on 8 December, we found interactions between staff and people experiencing care were caring and respectful. However staffing levels resulted in staff sometimes having difficulty in responding to people's changing care and support needs. Staff were not adhering to guidance regarding social distancing for people experiencing care and with other staff. These areas had been improved by our visit on 14 December.

On 8 December, the environment was a serious concern with some furniture and equipment not well maintained and not clean. Many areas of the home were very cluttered. Infection prevention and control practice, including the correct use of PPE, was not always followed.

Overall, by the time of our visit on 14 December, the important aspects relating to safety in our letter of serious concern were met, with some areas around infection prevention and control and staffing needing further work.

Other areas identified for improvement included management to be more proactive in providing families with updates about their relatives and ensuring that regular contact was maintained with them. Also, while personal plans were outcome focused, they would benefit from review.

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

We will undertake a further visit to follow up on the outstanding improvements needed.

### Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Weak

QI 7.3 Staffing arrangements – Adequate

## **Benvie Care Home, Dundee**

Benvie Care Home is registered to provide care for up to 60 older people. The provider is Duncare Limited trading as Benvie Care Home.

We carried out an unannounced inspection of the care home with Healthcare Improvement Scotland on 8 and 11 December.

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 was organised outdoors and indoors.

People were supported to remain active and there was a wide range of one to one and small group activities. Social distancing was taking place. Families were informed and involved in their relative's care.

The cleanliness of the environment was of a good standard. The environment was clutter free yet homely. PPE was available. Staff were trained and knowledgeable about COVID-19 and infection prevention and control. We gave advice about the monitoring and deep cleaning of residents' rooms and equipment which was implemented promptly. There were good systems for cleaning and infection prevention and control, and we observed safe practices by staff.

Staffing arrangements were sufficient to meet the needs of people who receive the service. Staff told us they felt well supported at work. Staff adhered to social distancing measures wherever possible and supported residents to keep themselves safe.

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?' – 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

## **Ashgrove Care Home, Dunoon**

Ashgrove Care Home is registered to provide care to 65 older people. The provider is McKenzie Care Ltd.

We carried out an unannounced inspection of the care home on 8 December.

People's needs and preferences were well recognised by a stable staff group and the care provided was warm and compassionate. We saw people's health benefitted from increasing links with external healthcare professionals.

Areas around the home had been adapted to support safe social distancing. Individuals who enjoyed the company of others were helped to do so. People isolated or spending time in their rooms received regular wellbeing checks from staff.

We saw there were resources and opportunities for meaningful occupation. People were supported to maintain some contact with friends and family and an adapted internal visiting area was close to completion.

The home was clean and well maintained. There were some storage areas that could be decluttered. Appropriate signage was visible throughout the home and provided important prompts for staff, residents, and essential visitors.

Clearer guidance on the use of some domestic equipment was required to help control the risk of infection. The home was introducing more appropriate waste bins, in line with guidance on the safe disposal of PPE.

Staff were trained and informed about PPE, COVID-19 and infection prevention and control. There were sufficient supplies of PPE although the placement of some PPE was not always close to the point of use.

Staffing levels supported the care needed for people's health and wellbeing.

We informed Argyll and Bute 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

## **Royston Court, Edinburgh**

Royston Court is a care home registered to provide care to 60 older people. The provider is City of Edinburgh Council.

We carried out an initial inspection of the service on 28 July, the findings of which were outlined in the report laid before parliament on 5 August. This was

followed up by an inspection on 27 August, the findings of which were outlined in the report laid before parliament on 16 September.

We carried out a further inspection on 08 December to follow up on improvements that were required.

From our inspections prior to 8 December, we were concerned about the monitoring of staff practices in relation to PPE, social distancing, a lack of senior staff, a reliance on agency staff and a lack of meaningful activities for people.

When we visited on 08 December, there were improvements in all these areas. Support plans were up to date, regularly reviewed and were reflective of people's current needs. There was greater stability in the staff team, which ensured a consistent approach and benefitted people experiencing care. Senior staff were in post and systems were in place to monitor the correct use of PPE. Where possible, social distancing was practiced in all interactions. Activities were taking place in the home and people had opportunities to socialise with each other. Staff were available to spend time with people socialising in their rooms if this was their preference.

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 - Adequate

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements - Adequate

## **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 and issued a serious concern letter to the provider on 10 November. We visited the home with Healthcare Improvement Scotland on the 12 and 16 November 2020 and issued an improvement notice to the provider on 19 November. The findings of this inspection and follow up visits were outlined in the report laid before parliament on 25 November.

We visited the service with Healthcare Improvement Scotland on the 9 December to follow up on the improvements required.

We found all requirements were met. There were sufficient staff, and they were being deployed effectively to meet people's needs. The management of medication had improved. The home and equipment were clean. Some areas had been redecorated and new flooring had been laid. Clinical waste management was also improved. Staff were more confident and knowledgeable in their roles and about 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 Fife health and social care partnership of our findings.

We will undertake a further visit to monitor the service.

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

## **Meallmore Lodge, Inverness**

Meallmore Lodge is a care home registered to provide care to 94 older adults or adults with mental health problems. The provider is Daviot Care Ltd.

We carried out an unannounced inspection of the care home on 9 and 10 December.

Care staff were familiar with people's choices and preferences and people experienced warm and compassionate care. Personal plans contained information about people's preferences. They were up to date and reflected people's changing care and support needs. People were supported to maintain contact with family and relatives. Some families felt contact and visiting arrangements could be improved. Visitors were enabled to safely visit when people were at the end of life.

Communal areas were adapted to support people to maintain physical distance. People were spending more time in their bedrooms. Whilst staffing arrangements

were sufficient to meet people's needs, people would benefit from more support to participate in meaningful activities.

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 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 Highland 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

## **Hunterhill Care Home, Paisley**

Hunterhill care home is registered to provide a service to 60 older people. The provider is Renfrewshire Council.

We carried out an unannounced inspection of the service on 9 December with Healthcare Improvement Scotland.

Person centred plans contained information about residents needs however they were not up to date, detailed or outcome focussed. Feedback from families was positive and we were told that communication from the service had been good. People who were supported in their rooms did not have up-to-date assessments of risk completed. This was addressed during our visit and restrictions on residents' movement were lifted. The assessment of nutrition and hydration needed to improve and should include the monitoring of food and fluid when necessary.

The home was clean but needed to be decluttered in some areas to allow more effective cleaning. Enhanced cleaning was needed to ensure that frequently touched surfaces were cleaned more often.

Staff were observed to follow guidance about the use of PPE and ample supplies of PPE were located at key points. Laundry was well managed. Some management measures were in place and being developed further to promote improved infection, prevention and control practice.

Staffing arrangements were sufficient to meet people's needs.

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Annan Court, Annan**

Annan Court is a care home registered to provide care to 33 older people. The provider is Annan Court Care Home Limited (Advinia Care Homes Limited).

We carried out an unannounced visit to the care home on 9 December in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. During this inspection, we assessed the service in relation to infection prevention and control measures.

We identified concerns relating to the cleanliness of the furnishings and equipment used to support people living in the home. We were concerned about the storage and location of PPE within the home. Clinical waste disposal did not comply with current guidance and safe practice was not demonstrated. Staff confirmed there were no refresher courses available about infection prevention and control or the correct wearing of PPE.

Some attempts were made to support social distancing however, this was limited.

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

We will undertake a further visit to monitor improvements.

## **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 7.2 Infection prevention and control practices – Unsatisfactory

## **Alford Service, Alford**

Alford Service care home is registered to provide care to 12 older people. The provider is The Richmond Fellowship Scotland Limited.

We carried out a COVID-19 focussed inspection of the service on 15 October, the findings of which were outlined in the report laid before parliament on 28 October. We completed a further inspection on 09 December to follow-up on the improvements identified and to consider one additional question about people getting the right service for them.

People living in the care home were happy with the support they received. Staff knew people well and took appropriate action when people were unwell. Visiting for relatives and friends had been adapted to follow COVID-19 guidelines and people were supported with activities in their home. Care plans and the medication system were clear and easy to follow.

The home was uncluttered and clean. There were improvements in the availability and storage of PPE, which was easily reached and used appropriately.

Staff had received training and were knowledgeable about infection prevention and control and COVID-19. There were hand washing and drying facilities throughout the home and staff used these and alcohol rub effectively. Progress had been made on monitoring and assessing staff competency in how they apply their learning and knowledge in relation to infection prevention and control.

There were sufficient staff to meet people's needs, and a staffing contingency plan was in place.

We informed Aberdeenshire 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?' – 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

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

QI 1.3 People are getting the right service for them - Adequate

## **Glenhelenbank Residential Home, Perth**

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

We carried out an initial inspection on 1 July with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 8 July. We made another visit on 24 September and reported our findings in the parliamentary report of 14 October. We were concerned about quality assurance, infection prevention and control and staff training.

We carried out a further inspection on 10 December to follow up on the improvements required. We found limited progress had been made in key areas.

People were supported to maintain contact with their families and friends through technology. While staff cared for people with kindness and compassion, limited staffing levels impacted significantly on the wellbeing of people.

Some staff had insufficient knowledge around infection prevention and control. There were adequate supplies of PPE, however this was not always used, or disposed of, in line with best practice.

There were plans to refurbish and decorate the home. Bedrooms and communal areas required decluttering to aid effective cleaning. There were insufficient cleaning systems and staff were unaware of the products and solutions that should be used. Low staffing levels did not allow for enhanced cleaning schedules.

Quality assurance processes needed significant improvement and were not robust. Staff practice was not audited to ensure compliance with best practice.

Due to the lack of progress with previous requirements and our findings at this visit, we issued an improvement notice which detailed actions that the home must take.

We informed Perth and Kinross 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 follow up on the requirements made.

### **Evaluations**

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

Quality indicator (QI) evaluations:

Q1 7.1 People's health and wellbeing - Weak

Q1 7.2 Infection prevention and control practices - Unsatisfactory

Q1 7.3 Staffing arrangements – Unsatisfactory

## **Balhousie Huntly, Huntly, Aberdeenshire**

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

We carried out an initial inspection of the service on 23 September with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 14 October. We completed a further visit to the home on 10 December to follow up on the improvements that were required regarding infection control practices, staff training and access to information and guidance on COVID-19.

We saw that improvements had been made to infection prevention and control systems and practices in the service. Staff had received updated training and we observed improved staff practice with regard to handwashing and the correct use of PPE.

Cleaning schedules and increased cleaning of frequently touched areas were in place and the home appeared clean. The management of laundry was safe and in line with guidance. Clinical waste management had improved due to additional clinical waste bins being provided.

We informed Aberdeenshire 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

## **Mossvale Care Home, Glasgow**

Mossvale care home is registered to provide care to 61 older people. The provider is Mossvale Care Home Limited.

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

People living in the home were supported by staff who were kind and friendly and treated them with respect. People were able to move around the home and were encouraged to maintain social distancing.

People connected with their friends and family via window visits and using technology. Plans were in place to support indoor visiting in line with current guidance. Feedback from relatives was positive and they were kept informed about any changes to their relative's health and wellbeing. Staff provided a range of group and individual activities and there were opportunities for people to take fresh air and exercise in the grounds and gardens.

The service was working closely with local health protection staff which resulted in very good practice in infection prevention and control. Enhanced cleaning schedules were in place to reduce the risk of infection from COVID-19. The home was very clean, bright, and fresh. The environment was clutter-free yet homely. Work had taken place to refurbish the environment on the first floor. All staff, including housekeepers and laundry workers, were very knowledgeable and worked hard to follow guidance and ensure robust practice in relation infection prevention and control.

Staff had good access to PPE and had recently undertaken training in infection prevention and control. We observed good systems and good working practice. Staffing levels were sufficient to provide the care needed for people's health and wellbeing.

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Good

QI 7.2 Infection prevention and control practices – Very Good

QI 7.3 Staffing arrangements – Good

## **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 disability or sensory impairment. The provider is HC-One Ltd.

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

inspection on 17 November and found little evidence of progress on requirements made. We 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 on the letter of serious concern and found progress made in relation to most of the requirements. Our findings of these inspections were outlined in the reports laid before parliament on 11 November and 9 December.

On 10 December, we undertook a further follow up inspection with Healthcare Improvement Scotland. We found significant progress had been made by the service.

The environment was clutter-free and clean. Equipment was clean. Staff were confident and competent in infection prevention and control and followed the appropriate guidance. Laundry was handled and stored appropriately. Management had introduced measures to support staff and ensure ongoing acceptable standards of infection control. Progress was made to meet three of four requirements made. There is one outstanding requirement for the service in relation to care planning and recording. We will follow-up on outstanding requirements.

We informed East Dunbartonshire 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.

## **Thornlea Nursing Home, Loanhead**

Thornlea Nursing Home is a care home registered to provide care for up to 33 older people. The service is operated by Thornlea Nursing Homes Limited.

We carried out an unannounced inspection on 10 December 2020 with Healthcare Improvement Scotland.

An application has been made under Section 65 of the Public Services Reform (Scotland) Act 2010 to the Sheriff Court at Edinburgh, seeking cancellation of the service's registration.

The inspection report will be published on conclusion of the court proceedings.

## **Inchmarlo House, Banchory**

Inchmarlo House is registered to provide care to 52 older people. The provider is Skene Enterprises (Aberdeen) Limited.

We carried out an unannounced inspection of the care home on 14 December with Healthcare Improvement Scotland.

Feedback from some families was that they did not feel well informed about their relative's care. People were not supported to maintain contact with family and friends.

Staff responded to changes in people's physical health and sought involvement from health colleagues. There was very limited interaction between staff and residents. The focus was on delivering essential care, impacting on meeting people's individual needs in relation to specialist diets, stress and distress and falls prevention. The support plans were ineffective, and people's choices, wishes and preferences were not met.

Improvements were being made in infection prevention and control. Staff were trained in infection prevention and control and we saw people wear PPE appropriately. Issues remain around laundry, some staff practice, cleaning of equipment, staff changing facilities and cleaning schedules.

There were enough staff to care for people, but there was an absence of effective leadership and a lack of understanding around roles and responsibilities. The health and social care partnership was supporting the home with leadership.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

## **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 Limited.

We carried out an initial inspection of the service on 19 November with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 9 December. We completed a further visit to the home on 14 December with Healthcare Improvement Scotland to follow up on the improvements required.

We saw progress in relation to the support for staff in terms of the training for staff to support people with complex needs, and the specialist re-usable equipment needed to keep people safe.

We found staff were not consistent in following good infection control and prevention practices, particularly in the cleaning of care equipment.

Environmental and care audits had been further developed. However, this required further work to identify areas that needed improvement to effect positive change.

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.

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

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

We carried out an initial inspection of the service on 28 October with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 11 November.

We carried out a follow-up inspection at this care home on 14 December to follow up on identified areas of concern regarding the management of laundry, clinical waste and staff uniforms, staff knowledge and understanding of infection prevention and control and care plans.

When we visited on 14 December, we found improvements in relation to key infection prevention and control issues. Most staff had completed training about infection prevention and control and the management of COVID-19. Training had provided staff with the knowledge and competence to manage within a potential outbreak. Staff were managing their uniforms in line with guidance. Laundry and clinical waste were also being managed in line with guidance.

Whilst some people's health and care needs had been reviewed, potential improvements will be evaluated at future visits. Care plans did not provide sufficient detail to enable staff to fully meet people's health and care 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

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

## Abbeydale Court Care Centre, Hamilton

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

We carried out an 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 15 December to follow up on improvements required in relation to infection prevention and control and training.

Good training and induction was provided, staff were knowledgeable about the guidance on infection prevention and control and their responsibilities in relation to people who were in isolation. PPE was available at the point of use, practice and storage were good. The home was clean, care equipment was clean and mattress audits were taking place.

The home had cleaning products available, in line with guidance, and most staff had a good awareness of these.”

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

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

## Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

## **Caledonian Court Care Home, Falkirk**

Caledonian Court Care Home is registered to provide care to 72 older people. The provider is Care UK Limited.

We carried out an initial inspection of the service on 9 and 10 November with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 25 November. We completed a further visit to the home on 15 December to follow up on the improvements that were required.

When we visited on 15 December, we found improvements had been made. Good standards of infection control practice had been implemented. The home had some refurbishments completed and the home was clean and tidy. Staff had received training and were knowledgeable about COVID-19, the use of PPE and infection prevention and control. Personal plans had been reviewed and were more person-centred.

We informed Forth Valley health and social care partnership of our findings.

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

## **Roselea House, Cowdenbeath**

Roselea House care home is registered to provide care to 20 older people. The provider is Kingdom Homes Ltd.

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

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 their required medication and improvements were necessary.

We found the home was clean, tidy, and well maintained. Care equipment was clean. The home should ensure that cleaning products are available and in line with guidance. PPE supplies were good and available for staff throughout the home. The home had developed systems to audit infection control measures and staff practice such as hand washing. Senior staff regularly observed staffs' 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 informed Fife health and social care partnership of findings.

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

## Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Adequate

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements - Good

## Kingsacre Luxury Suites, Clydebank

Kingsacre Luxury Suites is a care home registered to provide care to 66 older people. The provider is Kingsacre Care Limited, part of the Care Concern Group.

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

We completed an unannounced follow-up inspection of the home on 15 December.

We observed caring and compassionate interactions between staff and residents. Regular activities were organised to stimulate residents. Social distancing was promoted, and residents were encouraged to use lounge areas or their bedroom to have meals according to their personal preferences. The service had re-designed one of their ground-floor rooms to safely accommodate indoor visits, which were due to start soon.

Most staff had received nutrition training which ensured food and fluid charts were completed when needed. There was no improvement to personal plans. An audit system was not fully implemented.

Most improvements about infection control had been implemented. We found improvement in staff changing and break facilities to reduce the risk of infection. All areas were clean and domestic staff were knowledgeable about required cleaning products. There was good information about the correct use of PPE. Reminders about handwashing and the use of alcohol-based hand gels would be useful.

The systems and processes for evaluating and setting safe and effective staffing levels needs improved.

We informed West Dunbartonshire 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**

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

## **Beechmount, Johnstone**

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

We carried out an unannounced inspection of the care home on 26 and 27 October, the findings were outlined in the report laid before parliament on 11 November.

We visited on 15 December to follow up on concerns about care and support, activities, nutrition, and staffing arrangements.

We found there were improvements in people's activities and stimulation. These were well documented in care plans that had been reviewed. Menu planners had improved and demonstrated that people's food was of greater variety and quality. The service had worked closely with partner agencies to develop their understanding of dietary needs.

There was good practice around infection prevention and control, with appropriate supplies of PPE and clear signage for staff and visitors to follow. There was an enhanced cleaning schedule and the home appeared clean and tidy throughout.

Management had started to improve staff development and communication. There were more frequent and better-quality team meetings and planned training. There was support from other agencies to this service.

We shared our findings with Renfrewshire health and social care partnership and they will continue to provide support to the home.

## **Evaluations**

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

## **Jenny's Well, Paisley**

Jenny's Well care home is registered to provide care to 54 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 3 November with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 25 November. We issued a serious letter of concern to the provider on 4 November, which detailed immediate action that the home must take in

the areas of infection prevention and control practice, food and hydration for residents and quality assurance and governance.

We returned to the service on 6 November to follow up on the serious letter of concern. We found little improvement and issued an improvement notice on 12 November 2020.

We visited on 23 November with Healthcare Improvement Scotland to follow up on the improvement notice and found that whilst progress had been made, there were ongoing concerns about recording support for people to eat and drink, infection prevention and control practices and management and quality assurance.

On 15 December, we carried out a further inspection with Healthcare Improvement Scotland to follow up on the outstanding requirements from the improvement notice and an additional requirement that was made following our inspection of 3 November.

There were improvements in all areas required. Staff were more confident in their practice. Infection prevention and control practice was safer, with staff following current guidance to keep residents safe. Nutrition and hydration needs were monitored, and people were supported well. The management team had developed quality auditing systems and processes.

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

## **Evaluations**

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

## **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 initial inspection of the care home between 12 and 19 November with Healthcare Improvement Scotland. We issued a letter of serious concern to the provider on 13 November which detailed immediate action the home must take. Finding little improvement when we revisited on 17 and 19 November, we issued an improvement notice on 23 November, detailing the actions required by 30 November.

We visited on 1 December with Healthcare Improvement Scotland to follow up on the improvement notice. An interim manager had been appointed and we found some improvements in relation to infection prevention and control. We extended the improvement notice until 14 December 2020. The findings of these inspections were outlined in the report laid before parliament on 9 December.

On 15 and 16 December, we carried out a further inspection with Healthcare Improvement Scotland, to follow up on the outstanding requirements from the

improvement notice and additional requirements made following our inspection of 12 and 19 November.

Improvements found on 1 December regarding infection prevention and control had not been sustained. We found resident's equipment was not clean. The disposal of PPE did not follow best practice guidance. PPE stations had not been replenished and used linen was not managed appropriately. Staff were not knowledgeable about COVID-19 guidance for care home settings. The supply of hot water in all areas of the home was inconsistent.

We informed South Ayrshire health and social care partnership of our findings and they continue to provide extensive support to this home.

We will undertake a further visit to follow up on the improvements required.

On 15 December, the provider submitted a voluntary cancellation of registration application, intending to cancel the service within twelve weeks. The health and social care partnership have established a team to manage the transfer of people to other services in the locality. They are committed to doing this in a safe manner, taking account of all clinical and risk assessments that will need to be in place and of the wishes of residents and their families.

## **Evaluations**

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

## **Livingston Care Home, Livingston**

Livingston Care Home is registered to provide care to 58 older people. The provider is Livingston Care Home Ltd.

We carried out an unannounced inspection of the care home with NHS Lothian on 1 December.

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

People were sometimes cared for by agency staff who were not always familiar with their choices and preferences. People's personal plans could help to make sure all staff know how to support people well but these were not up-to-date.

Staffing arrangements were sufficient. The staff maintained social distancing where possible. People's opportunity to socialise and be active were limited.

Cleaning schedules and guidance were in place. Some areas of the home and some equipment was not cleaned effectively to reduce cross-contamination.

PPE was available, however the placement of this was not always appropriate. Some staff were not following current guidance on PPE use.

Disposal of waste did not always follow infection prevention and control guidance. The laundry area was cluttered and disorganised.

We informed the West Lothian Health and Social Care Partnership of our findings who will provide support to the service.

We will be carrying out a further visit to ensure improvements have been made.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements - Adequate

**Headquarters**

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

web: [www.careinspectorate.com](http://www.careinspectorate.com)

email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

telephone: 0345 600 9527