



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

**Laid before Parliament 20 January 2021**

## 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 6 January 2021.

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.

## **Canmore Lodge Nursing Home, Dunfermline**

Canmore Lodge care home is registered to provide care to 72 older people and physically disabled people. The provider is Barchester Healthcare Ltd.

We carried out an unannounced inspection of the care home on 06 January.

People were supported by staff who knew them and who were familiar with their choices and preferences. Measures were in place to maintain social distancing and people were supported to move and interact. This helped support good physical and mental health. There were a range of activities for people to take part in. People were supported to maintain contact with family and relatives using technology. Visiting was organised, outdoors and indoors, in line with current guidance.

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

Staffing arrangements were sufficient to meet the needs of the people. Staff were attentive and had regular interactions with people in communal areas or in their own bedrooms. Staff were knowledgeable about the signs and symptoms of COVID-19. Staff received COVID-19 training and regular updated information.

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 – Very good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Very good

## **Inchmarlo House, Banchory**

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

We carried out an initial inspection of the service on 16 December, the findings of which were outlined in the report laid before parliament on 23 December. We completed a further visit to the home on 6 January to follow up on the improvements that were required.

People living in the care home were satisfied with the care they received. Care staff were familiar with people's choices and preferences. Care plans held detailed information about how people's health, welfare and safety needs would be met. Most families felt informed about their relatives' care although further work is required to ensure all relatives feel informed and included.

Communal areas were adapted to support people to socially distance and staffing levels were sufficient to meet people's needs. Enhanced cleaning schedules were in place. The laundry area had been redesigned to reduce the risk of cross contamination of linen. There was good access to hand hygiene areas and staff were using appropriate infection prevention and control practices. Staff received regular training and were knowledgeable about how COVID-19 should be managed.

We informed Grampian 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 of 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

## **Guthrie House, Edinburgh**

Guthrie House care home is registered to provide care to 88 older people. The provider is Guthrie Court Limited, a member of the Four Seasons Healthcare Group.

We carried out an inspection of the care home on 1 and 3 September with NHS Lothian, the findings of which were outlined in the report laid before parliament on 16 September. We visited again on 22 September and issued an improvement notice because of the limited progress in improving infection prevention and control practices, staff training, the use of PPE and the cleanliness of furnishings and equipment. This was outlined in the report laid before parliament on 14 October.

We made a follow-up visit on 1 October with NHS Lothian, the findings of which were outlined in the report laid before parliament on 28 October. The provider partially met the improvement notice, therefore we agreed to extend the timescale for completion of improvements until 16 October. We visited on 19 October to assess progress, and found people were supported in a responsive manner. Staff practice was in line with guidance about PPE and waste disposal bins were in place. The

home environment, fixtures, furnishings, and equipment were clean, hygienic and in a good state of repair.

On 8 January, we completed a further inspection to ensure the improvements were sustained. We also followed-up on requirements from an inspection which took place just before COVID-19 restrictions were implemented. We identified improvement had been made in nutritional care, leadership and aspects of quality assurance.

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

## **Evaluations**

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

## **Wyvis House Care Home, Dingwall**

Wyvis House care home is registered to provide care to 50 older people. The provider is Wyvis House Care Home Limited.

We carried out an initial inspection of the service on 8 and 9 December, the findings of which were outlined in the report laid before parliament on 23 December.

We visited the service again on 8 January. We found there was a significant improvement in infection prevention and control practice. We observed the safe use and disposal of PPE and best practice in physical distancing. The environment was clean and the cleanliness of reusable equipment was improved. A programme of staff training about infection prevention and control had started and was continuing.

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

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?' – Adequate

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

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

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

We carried out an unannounced inspection 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 visits on 8 December and 11 January to follow up on the improvements that were required. We found progress was made related to infection prevention and control, staffing and people's wellbeing.

PPE stations were maintained to a good standard. Staff knowledge and practice on the use of PPE was embedded and in line with good practice.

Further training and supervision of staff had taken place to ensure compliance and understanding of COVID-19 guidance. Housekeeping staff had the knowledge and training to carry out their role safely and effectively.

Summary care plans had been produced for agency staff to improve communications systems and successfully support individuals. Activities were taking place which offered people mental and physical stimulation.

New quality assurance measures had led to improved staff practice and action planning. Management and leadership oversight had increased to support the improvement agenda.

We informed South Lanarkshire 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.

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

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

We carried out an initial inspection of the service on 23 October with NHS Lothian, the findings of which were outlined in the report laid before parliament 11 November. We carried out a follow-up inspection on 12 January 2021, using virtual technology, to follow up on one requirement that was made at the initial inspection on 23 October.

We found improvements to the cleanliness and maintenance of the environment and equipment. The home was clean and tidy and there was refurbishment of some areas of the home.

PPE was more accessible throughout the home and disposal of waste followed infection prevention and control guidance.

Staff practice was audited to ensure effective compliance with best practice standards.

The home had made significant progress in all areas identified for improvement.

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

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

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 initial inspection of the service on 1 December, the findings of which were outlined in the report laid before parliament on 9 December.

We issued a letter of serious concern to the home on 29 December after a visit earlier that day to investigate complaints about inadequate staffing levels. We visited again on 31 December and were satisfied that the provider had taken appropriate action. Staffing levels and the skill mix of the teams were adequate to meet the needs of people.

We completed a further visit to the home on 12 January to follow up on the improvements that were required. The staffing levels and skill mix of staff teams remained adequate. There was regular assessment of staffing levels to ensure enough staff were available.

People's health, welfare and safety outcomes had improved. PPE access had improved. Staff knowledge and practice on the use of PPE was in line with current good practice guidance.

People were treated with dignity and respect; choices were offered to people regarding day-to-day activities. The management of nutrition and hydration had improved. There were effective systems to assess weight loss, falls and skin care and integrity.

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

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

## **Evaluations**

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

Quality indicator (QI) evaluations

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Braemount Nursing Home, Paisley**

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

We carried out an initial inspection of the service on 24 November and further visits on 27 November and 3 December, the findings of which were outlined in the report laid before parliament on 23 December. We completed further visits to the home on 17 December and 12 January 2021 to follow up on the improvements that were required.

We saw good progress in relation to the cleanliness of the environment and the equipment used by residents. There was evidence that cleanliness and infection prevention and control measures were now supported and maintained by effective management and quality assurance processes.

We found that care plans and risk assessments were up to date and regularly reviewed. Where relevant, people's care plans contained information of how they were affected by COVID-19.

We informed Renfrewshire 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

## **Lomond View, Cupar**

Lomond View care home is registered to provide care to 50 older people. The provider is Barrogil Limited (Kingdom Homes).

We carried out an initial inspection of the service on 10 September, the findings of which were outlined in the report laid before parliament on 30 September. A follow up inspection was completed on 5 October and the findings were laid before parliament on 14 October. We made a further visit to the home on 13 January to follow up on the improvements that were required.

There was significant improvement in the staffing levels within the home. This led to positive outcomes in peoples' experiences of care.

We were not satisfied that sufficient progress was made to ensure medication administration and recording was accurate. We continued to find recording issues, which meant we were not confident that people received their medication in the right way.

We identified the need to improve how peoples' care and support was planned and recorded. Particularly, in relation to anticipatory care planning and the support people need to manage stress or distress reactions.

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

We reviewed the evaluations for this care home based on the 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?' – 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 – Adequate

## Marionville Court, Edinburgh

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

We carried out an unannounced inspection of the care home on 12 January with Healthcare Improvement Scotland.

People were supported by care staff to maintain contact with family and relatives using technology and with window visits.

People were cared for by staff who knew them well and were knowledgeable about their needs and preferences. People were supported to remain active by taking part in a wide range of group and one to one activities. People were able to move freely around the home and had access to the enclosed courtyard.

Families were involved in their relatives care and were informed about changes promptly. Feedback from families was very positive about communication with managers and staff.

The home was clean, tidy and well ventilated. Advice was given regarding cleaning products that should be in use. Some furnishings and communal areas were identified as requiring improvement.

PPE supplies were available for staff throughout the home. 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 receiving care. Staff said they felt safe and supported in carrying out their duties.

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.

## **Golfhill Care Home, Glasgow**

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

We carried out an initial inspection of the service on 8 September, the findings of which were outlined in the report laid before parliament on 16 September. We completed a further visit to the home on 13 October to follow up on the improvements that were required. The findings were outlined in the report laid before parliament on 28 October.

We completed a further visit on 13 January 2021 to follow-up on the required improvements.

Care staff had completed training in falls management and in the maintenance of skin care. We were reassured from our discussions with staff that recent training had started to improve knowledge and practice. Further training was planned about nutrition and hydration. There was a need for additional work to improve the use of recording processes, evaluation, and quality assurance. This will support better outcomes for people who live at the service.

We will support the service and undertake a further visit to monitor areas that require further work.

We informed Glasgow City Health and Social Care Partnership of our findings.

### **Evaluations**

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

## **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 follow-up visit on 14 December with Healthcare Improvement Scotland to check on the improvements required. The findings were outlined in a report laid before parliament on 23 December.

We carried out a further follow-up inspection of the service on 12 January with Healthcare Improvement Scotland to assess the outstanding required improvements.

We saw progress with staff adhering to good infection prevention and control practices, particularly in the cleaning of care equipment and the handling and storage of linen and waste. Audits had been developed and implemented which had resulted in better quality checks of the environment.

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

## **Evaluations**

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

## **Deeside Care Home, Aberdeen**

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

We carried out an initial inspection of the service on 12 November, the findings of which were outlined in the report laid before parliament on 25 November. We completed a further inspection on 16 December, the of which findings were laid before parliament on 6 January 2021.

We visited again, with Healthcare Improvement Scotland, on 12 January to follow up on the improvements that were required. There was progress in the cleanliness of the environment and the cleaning products used. A deep clean had taken place and the environment had been de-cluttered.

Clinical waste bins had been replaced to support the safe disposal of waste.

The safe use and disposal of PPE had improved and systems were in place to monitor staff practice. PPE supplies were readily available throughout the home. Training was provided to improve staff practice.

There was some improvement in keeping families informed about their relatives, but this needs to be further enhanced. In particular if a concern or complaint is raised.

Some personal risk assessments and planning documentation was not person-specific and had not been reviewed when people's needs had changed.

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

## **Evaluations**

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

## **Glenhelenbank Residential Home, Perth**

Glenhelenbank Residential Home is registered to provide care to 13 older people. The provider is Mary Greshon trading as Glenhelenbank.

We carried out an initial inspection on 1 July, the findings of which were outlined in the report laid before parliament on 8 July. We undertook a further visit on 24 September to follow up on the improvements required and we outlined the findings in the report laid before parliament on 14 October.

Due to a lack of progress in addressing the areas for improvement, we carried out a further inspection on 10 December and issued an improvement notice to the provider. We carried out a monitoring visit on 30 December and a follow-up inspection on 13 January.

On 13 January, we found significant improvements had been made. Enhanced cleaning systems were in place, in line with COVID -19 requirements, and PPE was used and disposed of in line with best practice.

Staffing levels met the needs of people who use the service and staff were knowledgeable in infection prevention and control measures. Extensive quality assurance processes were in place to support a reduction in the risk of infection and prioritise the health and safety of people.

We informed Perth and Kinross health and social care partnership of our findings and we will continue to monitor progress.

We reviewed the evaluation 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:

Q1 7.1 People's health and wellbeing - Adequate

Q1 7.2 Infection prevention and control practices - Adequate

Q1 7.3 Staffing arrangements – Adequate

## **Braid Hills Nursing Centre, Edinburgh**

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

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

We completed a further visit to the home on 12 November with NHS Lothian, the findings of which were outlined in the report laid before parliament on 25 November.

We visited again on 29 December and found serious concerns with the cleanliness of the environment, infection prevention and control and quality assurance. We issued a serious concern letter outlining the improvements required by 1 January.

When we visited on 2 January, we found limited improvement and issued an improvement notice outlining the improvements required by 12 January. These findings were outlined in the report laid before parliament on 6 January 2021.

We carried out a further inspection on 13 January to follow up on the improvement notice. We found significant improvements had been made. The service had additional management support. The environment, furniture and furnishings were found to be clean and in good working order. There was sufficient supply of PPE and appropriate clinical waste disposal. Staff practice followed Health Protection Scotland infection prevention and control guidance.

Communication within the staff group had improved. There was adequate staff available to meet peoples' needs.

Notifications we require from the service were being submitted appropriately. The Improvement Notice was met.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

## **Forth View Care Centre, Leven**

Forth View care home is registered to provide care to 45 older people and 10 adults with physical and sensory impairment. The provider is Balhousie Care Limited.

We carried out an inspection on 12 August, the findings of which were outlined in the report laid before parliament on 19 August. The overall evaluation for key question 7 was adequate at this inspection.

We visited again on 21 December to investigate two complaints and found insufficient staffing levels. This resulted in unsatisfactory levels of support for people. Personal care, and nutritional and fluid support were not provided promptly.

We required the provider to make urgent improvements due to the risks associated with dehydration, weight loss, and skin breakdown.

We completed a further visit to the care home on 6 January to follow up on the improvements and found that no improvements had been made.

We issued a letter of serious letter of concern to the provider on 8 January which detailed immediate actions that the provider must take.

We made a further visit to the service on 12 January. Although there were some improvements in the care and support that people experienced, significant improvements were still needed. We issued an improvement notice to the provider on 15 January due to the lack of progress in addressing key areas identified. These included staff being available to assist people with personal care, people's nutrition and hydration and the overall governance and management of the service.

We informed Fife 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.

We completed a further visit to the home on 8 January to monitor practice.

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

## **Claremont Care Home, Ayr**

Claremont Care Home is registered to provide care to 80 older people. The provider is HC-One Oval Limited.

We carried out an unannounced inspection with Healthcare Improvement Scotland on Thursday 14 January.

We observed kind and compassionate interactions between staff and residents. Staff were familiar with people's choices and preferences.

People living in the home were helped to maintain contact with family and friends through technology, phone calls and visits in line with public health guidance.

People had opportunities to socialise safely and were encouraged to remain active by two activity coordinators. A range of activities were offered.

The home was clean, tidy and clutter free. There was guidance to address infection prevention and control practices. Enhanced cleaning schedules were used and included frequently touched areas. The laundry was organised, but staff were unaware of guidance regarding the correct temperatures to wash some items.

Staff received training about infection prevention and control. There were PPE stations and easy access to PPE. Audits and checks were in place to support and maintain standards of practice. There were some areas of PPE practice that could be improved.

Staffing arrangements were sufficient to meet people's needs.

## **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

## **Hawkhill House Nursing Home, Milltimber, Aberdeen**

Hawkhill House Nursing Home is registered to provide care for 41 older people. The provider is Caring Homes (TFP) Group Ltd.

We carried out an unannounced inspection of the care home on 31 December, the findings of which were outlined in the report laid before parliament on 6 January. We identified serious concerns to the provider on 31 December which detailed immediate action to be taken.

When we visited again on 4 January, progress was limited. The cleanliness of the environment, furnishings and shared equipment needed to improve. Staff did not demonstrate an understanding or knowledge about COVID-19 and infection prevention and control in practice. Practice was unsatisfactory in relation to infection prevention and control.

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

We will undertake a further visit to follow up.

## **Evaluations**

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

### **Strathburn (Care Home) in Gairloch, Isle of Skye**

Strathburn (Care Home) is registered to provide a care service to a maximum of 40 older people. The provider is NHS Highland.

Strathburn is located over two sites, Gairloch and Portree. We inspected the Portree location. We evaluated the service using the COVID-19 framework and two quality indicators from the quality framework for care homes for older people.

We carried out an unannounced inspection on 23 December 2020 and 6 and 7 January. We continued the inspection virtually until 15 January 2021.

We observed that people experienced warm and compassionate care from sufficient staff. Concerns about people's overnight care were being addressed by the provider. Care plans detail people's healthcare needs but did not always accurately reflect people's wellbeing needs. End-of-life care plans had been discussed with families.

There were serious concerns about the cleanliness of the environment, shared care equipment, kitchen and food hygiene practice. The building was in a poor state of repair, which made cleaning difficult and increased the potential for infection. We issued a letter of serious concern to the provider on 8 January which detailed immediate action the home must take. Environmental Health visited the care home on 13 January and confirmed that the necessary improvements had been made.

Staff were trained in infection prevention control, and most followed good practice. There were sufficient supplies of PPE but there were not enough operating clinical waste bins.

There were weaknesses in quality assurance, staffing contingency, management oversight of adult support and protection, referrals to other professional bodies and notifications to the Care Inspectorate. The management team required further support to drive and sustain improvements.

We informed NHS Highland of our concerns. We will undertake a further visit to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 1.2 People get the most out of life - Adequate

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

Quality indicator (QI) evaluations:

QI 2.4 Staff are well led - Weak

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

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