



Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 3 February 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 20 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.

Corbenic Camphill Community, Dunkeld

Corbenic Camphill Community is a care home registered to provide care to 43 people with learning disabilities. The provider is Corbenic Camphill Community.

We carried out an unannounced inspection of the care home between 14 December 2020 and 11 January 2021. We issued a serious letter of concern to the provider on 12 January which detailed immediate action that the home must take in relation to the cleanliness of the environment. Staff did not fully understand or comply with current guidance on infection prevention and control.

We identified that a lack of management oversight led to poor practice and standards of cleanliness which were not addressed.

Some staff needed further training and skills development to fully meet peoples' needs. This led to unnecessary COVID-19 related restrictions which were not in line with best practice.

We carried out a further visit, using virtual technology, on 17 January to follow up on the required improvements and found the service had made good progress. Management oversight and the standard of cleanliness had improved. Staff had a better understanding of infection prevention guidance about social distancing.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

Newbyres Care Home, Gorebridge

Newbyres Care Home is registered to provide care to 61 older people. The provider is Midlothian Council.

We carried out an unannounced inspection of the care home between 11 and 21 January.

Staff were compassionate and respectful towards people experiencing care. People were supported to maintain contact with friends and family.

People were supported to socially distance when moving around the home.

The care home was clean and tidy. Staff changing areas were being improved to ensure appropriate space for social distancing. There was sufficient PPE and staff had appropriate training in COVID-19 procedures and infection prevention and control. Staff used PPE appropriately.

Staffing levels had increased to meet people's health and wellbeing needs. There was a staffing contingency plan to help manage staff shortages.

Staff were knowledgeable about the signs and symptoms of COVID-19 and could identify when a person's health was deteriorating. We highlighted improvements around personal planning to better reflect people's choices and wishes.

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

Evaluations

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

Quality indicator (QI) evaluations:

7.1 People's health and wellbeing – Good

7.2 Infection prevention and control practices – Good

7.3 Staffing arrangements – Good

Lomond Court Nursing Home, Glenrothes

Lomond Court Nursing Home is a care home registered to provide care to 40 older people. The provider is HC-One Limited.

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

We identified significant concerns relating to the cleanliness of the environment, management of clinical waste, staff adhering to safe infection control practices and laundry management. We issued a serious concern letter to the provider on 12 January.

We visited the home on 15 January with Healthcare Improvement Scotland, to follow up on the serious concerns. The service had taken steps to address the management of clinical waste and the management of laundry. However, the overall cleanliness of the environment remained a concern.

We completed two further visits on 18 and 19 January and the service had addressed the overall levels of cleanliness in the building. We were not confident about their ability to sustain a consistent attention to safe infection prevention and control practice.

Staff had received training and were knowledgeable about COVID-19 and infection prevention and control precautions. This did not always impact upon their practice in relation to keeping the environment and equipment clean to prevent potential cross infection. Further work needs to be carried out to improve staff awareness of their roles and responsibility in implementing safe and effective infection control measures in the home.

People living in the home were supported to stay both physically and mentally well. They were supported to engage in physical activities, including access to the gardens. People were also supported to maintain contact with family and friends using technology. However, the quality of care planning needs to improve to ensure there is sufficient detail to inform staff practice.

We have informed Fife health and social care partnership who will provide support to the service.

We will undertake a further visit to monitor progress.

Evaluations

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

Catalina Care Home, Alness

Catalina Care Home is registered to provide care to 28 adults with mental health problems for both respite/short breaks and long-term care. The provider is St Philips Care Limited.

We carried out an unannounced inspection on 13 January with Healthcare Improvement Scotland. The inspection was completed using virtual technology on 14 and 15 January.

People were happy with the care they received. Care staff were familiar with people's choices and preferences. We observed kind and compassionate interactions between staff and the people they support.

People were supported to physically distance and staff had supported people to understand how to keep themselves safe during the pandemic. People could choose to take part in activities and had been supported to try out new activities when they were unable to get out and about. Staff supported people to maintain contact with friends and family, and families were kept informed of relevant changes in their loved one's health.

The environment was clean, tidy and odour free. There were some areas that required further cleaning. They should be included in the home's cleaning schedule.

Staff morale was good and staff felt well supported. Staff used PPE appropriately and practiced adequate infection prevention and control. Staff practice and the correct use of PPE was quality assured. Staff were trained and knowledgeable about COVID-19 and infection prevention and control.

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 – Good

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Good

Wellmeadow Lodge, East Renfrewshire

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

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

We completed a full inspection of the service on 26 and 27 October with Healthcare Improvement Scotland and followed up on the improvements that were required. We issued an improvement notice on 3 November detailing the actions required by 18 November. The findings were outlined in our report to Parliament on 11 November.

We visited on 18 November with Healthcare Improvement Scotland to follow up on the improvement notice and found five of six required improvements had been met. We visited again on 25 November to carry out a further inspection with Healthcare Improvement Scotland. Although progress was evident in some aspects of infection prevention and control this was not sufficient. We extended timescales to provide more time to sustain improvement. The findings were outlined in the report laid before Parliament on 9 December.

On 13 January 2021, we carried out a further inspection with Healthcare Improvement Scotland to follow up on the outstanding requirement from the improvement notice. We found improvements to the cleanliness and condition of the environment, furnishings and equipment. However, PPE was still not used in line with best practice guidance to keep everyone safe and well. There was a lack of progress to meet the requirements outlined in the improvement notice. We have extended timescales for the required improvements until 1 February.

We informed East Renfrewshire health and social care partnership of our findings. They continue to provide intensive support to the service.

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

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

Kingsacre Luxury Suites, Clydebank

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

We carried out an inspection of the service on 16 September with Healthcare Improvement Scotland and completed a follow-up inspection on 15 December. The findings of these inspections were outlined in reports laid before Parliament on 30 September and 23 December, respectively.

We carried out a further unannounced inspection of the service on 13 January with Healthcare Improvement Scotland. We issued a letter of serious concern on 13 January due to the need for immediate improvement. We were unable to determine, from the records sampled, if residents were being effectively supported with fluids. Staff were not always using PPE safely and bedrooms of residents with confirmed COVID-19 infection were not cleaned to reduce cross-infection risk. In addition, the records about the cleaning of frequently touched surfaces were not robust.

We visited again on 15 January and limited progress was evident. Staffing arrangements were insufficient to fully respond to people's changing care and support needs. Staff did not always adhere to social distancing guidance.

The communal areas of the home were clean and free of clutter however, practice was weak in relation to the use, disposal, storage and location of PPE. Monitoring and observation of practice was required to embed learning and training in practice.

Despite guidance, housekeeping staff were instructed not to clean bedrooms when residents were confirmed COVID-19 positive. This poor practice needs to improve to reduce avoidable risk of cross-infection to other residents and staff.

Recording systems to demonstrate thorough cleaning of frequently touched areas needs to be more robust.

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

We will undertake a further visit to monitor improvement.

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

Redmill Nursing Home, Bathgate

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

We carried out an initial inspection of the service with Healthcare Improvement Scotland and a representative from NHS Lothian over four days, 21, 22, 27 and 28 October. The findings were outlined in the report laid before Parliament on 11 November.

We completed a further inspection of the home on the 19 November with Healthcare Improvement Scotland and a representative from NHS Lothian to follow up on the required improvements. The findings were outlined in the report laid before Parliament on 12 December.

We carried out a further inspection of the service on 21 January with Healthcare Improvement Scotland to follow up on the improvements that were required. We found that the required improvements were made. The environment was improved, and repairs and painting completed. There was sufficient staff to ensure responsive care for people. We saw improvement in how staff used PPE and infection prevention and control practices were safer. We reminded managers about appropriate hand washing practices and the need for regular audits to make sure improvements are sustained.

We informed West Lothian 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

Balclutha Court Care Home, Greenock

Balclutha Court Care Home is registered to provide care to 75 older people and eight younger adults with physical disabilities. The provider is Barchester Healthcare Ltd.

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

We observed kind and compassionate interactions between staff and residents. There were sufficient staffing arrangements, the workforce was stable and experienced. This meant staff had good understanding of people's needs and choices. Staff also helped people maintain contact with relatives through technology, phone calls and visiting, in line with guidance.

The home was clean, tidy, free from clutter and promoted social distancing well. PPE supplies were good and were easily available. There were enhanced cleaning schedules and all staff received training in infection prevention and control.

Staff knowledge about infection prevention and control was varied and we observed some practice that did not fully adhere to current guidance. We asked managers to improve the on-going staff observations to promote sustained good practice.

A small number of mattresses needed to be cleaned or replaced. The service responded immediately and agreed to improve the quality and frequency of auditing in this area.

The service needs to be more aware of the current guidance for Scotland, which we shared with them. This will become part of on-going training and development.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Good

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements - Good

Burngrange Care Home, West Calder

Burngrange Care Home is registered to provide care for 40 older adults. The provider is West Lothian Council.

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

People were supported well by staff. There were suitable measures in place to maintain social distancing. People were supported to maintain contact with family and friends using technology.

The environment was clean and there were systems in place for infection prevention and control. PPE was sufficient, accessible and staff were using this appropriately. Improvements were needed to waste disposal and laundry procedures, and these were completed during the inspection.

Staffing arrangements were satisfactory. Staff received COVID-19 training and regular updated information. They were knowledgeable about signs and symptoms of COVID-19 and identified quickly when a person's health was deteriorating. There were good links with the multidisciplinary teams when a person became unwell.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

Gowrie House Care Home, Kirkcaldy

Gowrie House care home is registered to provide care for up to 60 older people. The provider is Gowrie Care Ltd, part of the Belsize Healthcare group.

We carried out an unannounced inspection between 15 and 22 January with Healthcare Improvement Scotland.

We observed that people experienced warm and compassionate care from sufficient staff. Concerns about overnight staffing were being addressed by the provider.

There were serious concerns about the cleanliness of care equipment and laundry service. There were sufficient supplies of PPE but there were not enough clinical waste bins. Staff were not fully aware of national infection prevention and control guidance. The home needed refurbishment, which made cleaning difficult and increased the potential for infection. Weaknesses in quality assurance were being addressed by managers.

We issued a letter of serious concern to the provider on 15 January which detailed immediate action the home must take. We returned to the service on 18 and 22 January with Healthcare Improvement Scotland to follow up on the letter of serious concern. We were satisfied with the progress achieved in areas identified regarding awareness and application of national infection prevention and control guidance, cleanliness of the equipment used by residents and the laundry process.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Livingston Care Home, Livingston

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

We carried out an initial inspection of the service on 8 December with a representative from NHS Lothian, the findings of which were outlined in the report laid before Parliament on 23 December. We completed a further visit to the home on 18 January to follow up on the improvements that were required.

At the follow-up visit we found significant improvements had been made around health and wellbeing, infection prevention and control and staffing.

We observed kind and compassionate interactions between staff and residents and staff were familiar with people's choices and preferences. People using the service were engaged in a range of activities based on their choices. The communal areas around the home had been adapted for the purposes of social distancing.

Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. All staff were included in observed competency-based assessments that highlighted appropriate practice.

The quality assurance and audit processes about infection prevention and control had been enhanced to reflect best practice. This included monitoring, review, and evaluation. PPE was readily available and there were sufficient supplies.

There was improvement in the quality of care plans with wishes and choices recorded sensitively.

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

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements - Good

Louisebrae, Perth

Louisebrae care home is registered to provide care to 61 older people. The provider is Mead Medical Services Limited.

We carried out an unannounced inspection of the care home on 18 and 21 January with Healthcare Improvement Scotland.

On 18 January we found staff were busy and only able to meet the immediate care needs of people. People were supported to maintain contact with family and relatives. When staff had time, they were kind and caring to people however, staff had little time to spend with people to support their wellbeing or engage them in meaningful activity.

We issued a letter of serious concern to the home on 19 January due to the level of cleanliness of the care home and infection prevention and control practice. Staff did not have a full understanding of how to minimise infection risks.

PPE was not always easily available and staff did not always dispose of this correctly. PPE supplies were sufficient, but the PPE stations were not suitably safe. Some PPE waste bins were over filled.

We visited again on 21 January and were satisfied that the provider had taken immediate action to address the concern raised. The cleanliness of the care home and care equipment was improved.

The staffing arrangements were not sufficient to meet the needs of people receiving care in the service.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

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 on 1, 4 and 8 December with Healthcare Improvement Scotland. A letter of serious concern was issued on 2 December. Following a visit on 8 December, we issued an improvement notice and visited the service with Healthcare Improvement Scotland on 16 December. Our findings were outlined in the report laid before Parliament on 23 December 2020.

We monitored the home using virtual technology on 21 and 28 December 2020, 7 and 13 January 2021.

We visited again on 19 January to carry out an unannounced inspection. There was significant improvement which reassured us that people were being supported safely due to the standard of cleanliness, infection prevention and control measures, staff practice and knowledge.

The smoke room was redecorated, and a system was in place to ensure the required standard of cleaning and to support people to practice social distancing.

New and improved systems to demonstrate sufficient cleaning and checking of bedrooms was in place. Managers were undertaking observation of staff practice to ensure consistency with best practice in infection prevention and control.

The requirements identified in the improvement notice and last inspection report had been met.

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

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Arran View Care Home, Saltcoats

Arran View Care Home is registered to provide care for up to 90 older people, including people with dementia and/or physical disabilities. The provider is Enhance Healthcare Ltd.

We carried out an unannounced inspection of the care home on the 19 and 20 January with Healthcare Improvement Scotland.

People were cared for by staff who were familiar with their needs and preferences and we observed kind and warm interactions. Staff were available in sufficient numbers to meet people's needs and people were supported to maintain contact with their family.

Staff were responsive to people's changing health needs. People had access to food and fluid throughout the day and were offered choices at mealtimes. Interactions and activities with residents, particularly those confined to their rooms, should be increased to contribute to physical, mental, and emotional health. Personal plans needed to be improved to clearly reflect people's needs.

We identified several areas of concern about the cleanliness of the environment and infection prevention and control practices. These included the cleaning products in use, laundry practices and the cleanliness of shared care equipment. There were PPE stations throughout the home. Staff did not always demonstrate best practice when using PPE and with hand hygiene. Practices did not reduce the risk of infection or cross-contamination for people who use the service or for staff themselves.

Quality assurance systems were not effective in promoting good infection prevention and control practice. Senior staff require support to improve their knowledge and understanding of infection prevention and control guidance in order to address poor practice.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

Beechwood Park, Alloa

Beechwood Park care home is registered to provide care to 62 older people. The service is operated by Caring Homes Healthcare Group Limited.

We carried out an unannounced inspection at the service on 17 December. We identified significant concerns about infection prevention and control practices and issued a letter of serious concern to the provider on 18 December.

We carried out a further inspection on 21 December and issued an improvement notice to the provider on 23 December because of a lack of progress in addressing key areas identified. The findings were outlined in the report laid before Parliament on 6 January 2021.

We completed a further visit to the home on 19 January to follow up on the requirements made. There were improvements in the cleanliness of the environment and equipment. Staffing levels were now meeting people's needs effectively and systems of audit had led to improved management oversight of practice and people's wellbeing. Leadership in the service was more consistent and had improved. There was better communication and information sharing with all staff. We concluded the improvement notice requirements were met.

We will continue to work closely with the Stirling and Clackmannanshire health and social care partnership and NHS Forth Valley to monitor any changes in the service.

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

Deanfield Care Home, Glasgow

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

We carried out an initial inspection of the service on 5 October with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before Parliament on 14 October. We completed follow-up inspections on 9 November and 1 December with Healthcare Improvement Scotland, the findings of which were outlined in the reports laid before Parliament on 25 November and 9 December, respectively. We carried out a further inspection on 20 January using virtual technology to follow up again on the improvements that were required.

We found improved systems and audits in place for checking the cleanliness of care equipment. Staff took responsibility for ensuring infection control standards were consistent and we were reassured that arrangements to monitor this were in place.

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

We will undertake a further visit to monitor progress.

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.

Nazareth House, Bonnyrigg

Nazareth House care home is registered to provide care for 37 older people. The provider is Nazareth Care Charitable Trust.

We carried out an unannounced visit to the care home on 20 January in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. During this inspection, we focussed on assessing the service in relation to infection prevention and control measures.

We identified concerns relating to the cleanliness of the environment, the furnishings and standard of reusable equipment used by residents. A programme of refurbishment had commenced before the COVID-19 pandemic however, toilets,

shower rooms and sluices were yet to be completed. Wear and tear in these areas prevented thorough cleaning and increased risks from infection or cross infection.

Staff were not adhering to social distancing guidance or correct hand hygiene practice. PPE supplies were sufficient and staff had received training about COVID-19 and infection prevention and control. However, PPE was not stored appropriately and was not always available at point of use. Staff did not fully understand or comply with current guidance on infection prevention and control practices.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluation:

QI 7.2 Infection prevention and control practices – Weak

Bon Accord Care – Rosewell House, Aberdeen

Bon Accord Care Rosewell House care home is registered to provide care to 20 older people. The provider is Bon Accord Care Ltd.

We carried out an unannounced inspection of the care home between 21 and 25 January.

People were supported by a caring staff team. People maintained contact with family and relatives using technology and visits were in line with current guidelines.

The environment was clean and enhanced schedules were implemented the day after the inspection. PPE supplies were plentiful for staff and were used correctly. Although staff were knowledgeable and informed about COVID-19 and current guidelines, they did not always follow best practice. Infection prevention and control practice should be monitored more closely to improve staff competence.

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

Care records were not of consistently good quality, meaning people's needs were not always clearly identified or effectively planned for.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Thorntoun Estate Nursing Home, Kilmarnock

Thorntoun Estate care home is registered to provide a care service to a maximum of 78 older people. The provider is Thorntoun Limited.

We carried out an unannounced inspection of the service on 21 January with Healthcare Improvement Scotland. We continued the inspection between 25 and 28 January using virtual technology.

Residents and families were encouraged and supported to maintain contact with each other. Staff were familiar with, and responsive to, people's needs. There were sufficient staff to meet people's needs. The dining experience needs to be reviewed to ensure people's dietary needs are fully met.

There were insufficient PPE stations throughout the home to fully support best practice in infection prevention and control. Additional training was needed to support staff and improve their knowledge and understanding of infection prevention and control practice. Quality assurance systems could be improved to monitor practice in this area.

Electronic personal plans contained good information however this was not used to good effect.

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

We will undertake a further inspection to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Hunterhill Care Home, Paisley

Hunterhill Care Home is registered to provide care to 60 older people. The provider is Renfrewshire Council.

We carried out an initial inspection of the service on 9 December 2020 with Healthcare Improvement Scotland. The findings were outlined in the report laid before Parliament on 23 December. We completed a further visit to the home on 21 January 2021 to follow up on the improvements that were required.

We were satisfied that the provider had introduced responsive systems and processes to monitor and evaluate nutrition and hydration for people using the service. They had established the need for staff to act as 'champions' to promote eating well and drinking well.

Sufficient progress was not evident in all aspects of infection prevention and control. Some areas of clutter and decontamination needed further action. Positively, the provider had introduced the correct cleaning materials and touch point cleaning had improved.

We found there was insufficient improvement in the way 'as required' medications were managed. While a system was in place for managers to oversee 'as required' medication, it did not include corresponding records and information for effective evaluation.

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

We will undertake a further visit to monitor progress.

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

Buccleuch Care Centre, Hawick

Buccleuch Care Centre is registered to provide care to 53 older people. The provider is St Philips Care Limited.

We carried out an initial inspection of the service on 29 June, the findings of which were outlined in the report laid before Parliament on 9 July. We completed a further inspection on 1 October to follow up on the improvements that were required. The findings were outlined in the report laid before Parliament on 14 October.

We completed a further inspection on 25 January because of concerns about infection prevention and control practices.

PPE was available to staff and they had received training about infection prevention and control. However, the correct use of PPE was not always evident in their

practice and needs to improve. We asked management to monitor practices and improve poor practice.

The cleanliness and condition of some mattresses and pressure relief cushions was not satisfactory and these need to be cleaned or replaced.

There was sufficient staff to respond to people's needs. We found that staff treated people with respect and their interactions with them were kind.

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

We have informed the Scottish Borders health and social care partnership of our findings. The health and social care partnership were providing support to the service to develop and improve infection prevention and control practice.

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Banff Care Home, Banff

Banff Care Home is registered to provide care to 56 older adults including up to 10 adults with learning disabilities. The provider is Banff Care Ltd.

We carried out an unannounced inspection of the care home on 22 January 2021.

We observed kind and compassionate interactions between staff and residents. However, interactions were often restricted to times when direct care was provided.

Most people were isolated in their bedrooms and were not supported to keep active or spend their time in a meaningful way. This had a negative impact on physical or mental health.

The prevention and management of accidents and incidents was not satisfactory. This created avoidable risk to people's health and wellbeing. There were gaps in reporting and referral to relevant professional bodies when accidents or incidents happened.

The home was clean, tidy and well ventilated. Enhanced cleaning schedules were used and included frequently touched areas. PPE was sufficient, readily available and used appropriately by staff. Sluice areas were cluttered, and improvement was required in the management of clinical and domestic waste.

Staff were knowledgeable about the signs and symptoms of COVID-19. The information about how best to support people during the COVID-19 pandemic needed to improve.

Staffing levels were insufficient to support people to remain safe from infection, accidents and incidents. Similarly, there was not enough staff to support people to keep meaningfully active.

There were weaknesses in quality assurance, staff contingency plans and the management oversight.

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

We will carry out a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Weak

Kintyre House Care Home, Invergordon

Kintyre House care home is registered to provide care to 41 older people. The provider is Gate Healthcare Ltd.

We carried out an initial unannounced inspection on 22 January.

We were concerned that there were not enough staff to safely care for people or keep the care home clean. We were not confident that people were getting the right support with eating, drinking or to keep their skin healthy while they were confined to bed. We found that PPE was not disposed of safely. We issued a letter of serious concern on 22 January. It detailed the immediate action the provider had to take to improve the quality of the service.

We returned to the service on 26 January to follow up on the letter of serious concern. We were satisfied that appropriate action had been taken to safely care for people. There were enough staff and they worked together to meet people's care needs. The care home was clean and PPE was disposed of safely. Some further work was required to ensure people receive consistent good quality care. Easy to read information about people's care needs should be readily available and updated as people's needs change.

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 prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Castle Gardens Care Home, Invergordon

Castle Gardens Care Home is registered to provide care to 38 older people. The provider is HC-One Ltd.

We carried out an unannounced inspection on 22 January.

People were supported by staff who were familiar with their needs and preferences. Staff were attentive and regularly interacted with people who were self-isolating in their rooms. Arrangements were in place to regularly update families about their relatives care. Essential visits were supported in line with guidance.

Staff were knowledgeable about the signs and symptoms of COVID-19 infection and knew what measures to take. Staff had enough information to meet people's changing health needs and care for them safely. Staff practiced social distancing.

The care home was clean and clutter free, yet homely. There were good systems for cleaning and infection prevention and control, and we observed safe staff practices.

Enhanced cleaning schedules were in place. Cleaning and decontamination of reusable equipment was in line with guidance. PPE supplies were readily available and used in line with guidance. We discussed the need to dispose of used PPE consistently.

There were enough staff to meet people's health and care needs. The staff team were well led and worked well together. The home had effectively implemented their contingency plan when staff were absent because of illness or self-isolation.

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

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

Darnley Court, Glasgow

Darnley Court care home is registered to provide a care service to a maximum of 120 older people of whom 60 are older people with mental health problems. The provider is HC-One.

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

People were happy with the care they received. They were supported by care staff who were familiar with their preferences and were treated with dignity and respect. Choices were offered regarding day-to-day activities.

Staff supported people to maintain contact with relatives using technology. Relatives were involved in people's care and informed about changes promptly. Feedback from families was very positive.

The home had appropriate measures in place to maintain social distancing, and to support people to move around safely in order to reduce stress and distress. Personal plans were up to date and included information about how people's health, welfare and safety needs were met.

The home was clean and PPE supplies were readily available for staff. Some mattresses and cushions need to be replaced. Audits of care equipment need to improve to better identify the appropriate standard of care equipment.

The staffing arrangements were sufficient to meet the needs of the people. Staff had received training, and most were knowledgeable about COVID-19 and infection prevention control. However, some staff need further training to improve their knowledge.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Cochrane Care Home, Johnstone

Cochrane Care Home is registered to provide care for up to 65 older people. The provider is Silverline Care Caledonia Limited.

We carried out an initial unannounced inspection between 16 and 22 December with Healthcare Improvement Scotland. We visited again on 22 December because we issued a letter of serious concern about infection prevention and control and management oversight. The findings of this inspection were laid before Parliament on 6 January.

We visited again on 26 January and completed an unannounced inspection with Healthcare Improvement Scotland. We found significant improvements in all areas of the requirement. PPE was in sufficient supply and accessible to staff. Disposal of clinical waste was safe and in line with current guidance. Cleaning, including care equipment, followed current guidance.

Managers had introduced oversight meetings and audits of all aspects of infection prevention and control. Refresher training and observations of direct practice had supported staff to maintain good standards of infection control.

We have informed Renfrewshire health and social care partnership of our findings and will continue to monitor progress at future inspections.

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

Arcadia Gardens, Glasgow

Arcadia Gardens care home is registered to provide care to 72 older people. The provider is HC-One Limited.

We carried out a COVID-19 inspection on 18 August, the findings of which were outlined in the report laid before Parliament on 2 September. The evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' was adequate at this inspection.

We completed a full inspection of the home on 26 January using the 'Quality Framework for Care Homes for Older People'. We found that people were looked after in a homely environment. There was a good balance of communal and private space which people enjoyed.

There was a range of individual and group activities taking place, but opportunities to use outdoor space were limited.

There was contact with external health professionals who helped support positive outcomes for residents. Staff were aware of the criteria for escalating healthcare concerns to the management team.

Personal planning and staff knowledge of managing stress and distress could be improved.

Staffing levels were adequate to meet the needs of people using the service. Staff were sensitive when supporting people to appropriately social distance to protect themselves and others. The service had recently recruited care staff which helped to reduce the need for temporary staff.

The management team was actively looking at ways to improve the supervision and development of senior staff.

Action plans were in place from 'lessons learned' work that had been carried out. There was a need for more proactive quality assurance to demonstrate effective management monitoring and support sustainability.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity, and respect – Good.

QI 1.2 People get the most out of life – Good.

QI 1.3 People's health benefits from their care and support – Adequate

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

Quality indicator (QI) evaluations:

QI 2.2 Quality assurance and improvement is led well – Adequate

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

Quality indicator (QI) evaluations:

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

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

Quality indicator (QI) evaluations:

QI 4.2 The setting promotes people's independence – Adequate

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

Quality indicator (QI) evaluations:

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

Buckreddan Care Centre, Kilwinning

Buckreddan Care Centre is registered to provide care for up to 117 older people, including up to eight adults with complex physical disabilities. The provider is Buckreddan Partnership.

We carried out an unannounced inspection of the care home on 26 and 27 of January with Healthcare Improvement Scotland.

People were cared for by staff who were familiar with their needs and preferences and we observed kind and warm interactions between residents and staff.

Staff supported people to keep in touch with relatives using technology and social media. Relatives told us communication from the home was very good. Essential visits were being facilitated safely.

People were able to move freely around the home. We saw physically distanced group and one-to-one activities taking place and people were able to go outside for a walk in the grounds.

People had individual COVID-19 care plans and anticipatory care plans that detailed the support they wished to receive at the end of their life. People had access to food and fluids throughout the day and were offered choices at mealtimes. Staff were responsive to people's changing health needs.

The home was clean and uncluttered. Enhanced cleaning schedules included frequent cleaning of touch points. We raised concerns about the accessibility and ease of disposal of PPE for staff. We also found the cleanliness of some equipment used for residents was not satisfactory. These issues were addressed during the inspection.

Staff received infection prevention and control training and practice was regularly observed. Staff were available in sufficient numbers to meet people's needs.

We informed North 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 – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

Arberglen Care Home, Hamilton

Arberglen Care Home is registered to provide care to 22 older people, which can include two people who need respite care.

We carried out an unannounced inspection of the care home on 27 January with Healthcare Improvement Scotland.

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, including essential visits where appropriate.

The home was clean and records were in place to monitor this. In some areas of the home wear and tear prevented thorough cleaning. The home had started a refurbishment before the pandemic but this was unfortunately delayed. We asked the service to review the laundry room to prevent any risk of cross contamination.

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.

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 – Very good

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