



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

**Laid before Parliament 17 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 3 February 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.

## Northcare Suites, Edinburgh

Northcare Suites is a care home registered to provide care to 76 older people. The provider is Northcare (Scotland) Ltd.

We carried out an inspection of the service between 13 and 29 January using virtual technology.

People living in the service were supported by care staff who were familiar with their choices and preferences. The service had put in place appropriate measures to maintain social distancing, and support for people to move around safely to reduce stress and distress. There were very good health and wellbeing outcomes for people who used this service.

People were supported by staff to maintain contact with family and relatives using a range of ways including the use of technology. Families were informed and involved in their relative's care. The feedback from residents, families and visiting health professionals was very positive. Essential visits at the end of life were encouraged and supported.

The home was clean, tidy and well maintained. Enhanced cleaning schedules were in place and included frequent cleaning of touch points. PPE supplies were good and easily accessible. Staff received training and were knowledgeable about COVID-19 and infection prevention control. There were very good systems for checking and assuring standards could be maintained. For example, assessments of practice.

We found that care staff were deployed in sufficient numbers and with appropriate skills to meet people's needs. The service had increased staffing to allow for short notice absence and there was a staffing contingency plan in place. In addition to care staff, hospitality staff ensured people were well supported at mealtimes.

### 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.

## Erskine Home, Bishopton

Erskine Home is a care home registered to provide care to a maximum of 180 older people, people with dementia and care of young physically disabled people. The provider is Erskine Hospital.

We carried out an initial unannounced inspection of the service on 18 and 19 January with Healthcare Improvement Scotland and made requirements in relation to infection prevention and control.

The management of laundry and the use of environmental disinfectants was not in line with best practice guidance. PPE supplies were good, but not all PPE was stored correctly and we observed that staff use of this compromised the safety of

people experiencing care. Staff were trained in infection, prevention and control, but learning was not always evident in staff practice. Quality assurance processes needed improvement to ensure effective and consistent compliance with best practice standards.

We observed kind and compassionate interactions between staff and residents. Staff were familiar with people's choices and preferences, but some practice was not person-centred. The staffing arrangements met the needs of people receiving care. Staff resources were allocated flexibly to meet specific or increased needs during the pandemic.

We carried out a further unannounced inspection of the service on 29 January and 5 February with Healthcare Improvement Scotland to follow up on the requirements made following our inspection on 18 and 19 January.

During this follow up inspection we found that the provider had worked intensively and effectively on supporting staff across the service to implement the required improvements and had met all of the requirements made. Processes for cleaning and disinfecting of surfaces and equipment had been improved and met the required standards. Storage and use of PPE had been improved and we observed that staff used PPE correctly throughout our inspection. Improvements included a review and adaptation of quality assurance processes.

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 recent 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.

## **Elm Cottage Care Ltd, Broxburn**

Elm Cottage Care Ltd is registered to provide care for eight adults with learning disabilities. The provider is Elm Cottage Care Ltd. We carried out an unannounced inspection of the care home on 28 January.

People were supported well by staff. There were suitable measures to maintain social distancing, but this needed to be documented so that temporary staff knew how to support people.

Anticipatory care needed to be sensitively discussed with people and included in their support plans.

People were supported to maintain contact with family and friends using technology.

The environment was generally clean but there were inconsistent systems in place for infection prevention and control. PPE was sufficient and accessible however, it was not always used appropriately. We asked for improvements to be made around observations of practice to ensure all staff were practicing infection prevention and control effectively.

Staffing arrangements were adequate. Staff were knowledgeable about the signs and symptoms of COVID-19. There were good links with the multidisciplinary teams when a person became unwell. However, improved systems needed to be in place to ensure the most current information was in place and accessible for staff.

We informed West Lothian 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 – Adequate.

### **Lorimer House Nursing Home, Edinburgh**

Lorimer House Nursing Home is registered to provide care to 37 older people. The service is provided by Lorimer House Ltd.

We began an unannounced inspection of the care home using virtual technology on 27 January. We undertook an inspection visit to the care home with Healthcare Improvement Scotland on 5 February. The inspection was completed on 8 February.

Residents were well presented and appeared well cared for. There were detailed support plans addressing their personal preferences and routines of daily living. We highlighted areas for improvement around the administration of 'as required' discretionary medication.

We identified significant concerns relating to infection prevention and control practice within the home. Cleaning agents did not meet current best practice guidance for care homes and there was inadequate staff access to PPE stations and clinical waste disposal bins. We also found several soiled mattresses and mattress covers. Some dining room furniture was contaminated by food waste.

Staff were aware of guidance around infection prevention and control and had undertaken a range of relevant training. However, we found a lack of competency-based evaluations of the quality of their practice during care delivery.

We informed the Edinburgh 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:

7.1 People's health and wellbeing – Good

7.2 Infection prevention and control practices – Weak

7.3 Staffing arrangements – Good.

## Meadowvale Care Home, Bathgate

Meadowvale Care Home is registered to provide care for up to 52 older people. The provider is Meadowvale Care (Bathgate) Limited.

We carried out an unannounced inspection on 23 November with an NHS Lothian representative, the findings of which were laid before parliament on 23 December.

We made a further visit to the service on the 28 January to follow up on the improvements required relating to infection prevention and control, storage of PPE and supporting people to keep in touch.

When we visited on 28 January, we found staff changing areas were clean. PPE stations were plentiful throughout the home with good supplies however, staff were not following the correct procedures for wearing PPE. People were supported to keep in touch with families. We had serious concerns about staffing levels that prevented responsive care and impacted negatively on people's wellbeing.

We issued a letter of serious concern on 2 February. This detailed immediate action that the provider must take to improve staffing and PPE practices.

We made a further visit to the service on 5 February. At this visit, the staffing arrangements had improved and people were receiving responsive care. We found staff using PPE appropriately. These improvements need to be embedded and sustained.

We identified further areas for improvement in relation to management and leadership.

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

We will undertake a further visit to monitor progress.

## Evaluations

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

## **Wakefield House Care Home (Cullen), Buckie**

Wakefield House Care Home (Cullen) is registered to provide care to 30 older people. The provider is Craigard Care Ltd.

We carried out an inspection of the care home using virtual technology on the 27 and 28 January.

Staff knew about people's likes and dislikes and people were supported in a caring and warm manner. Staff helped people to use technology and other methods to maintain contact with relatives. Families felt informed about their relatives' care.

There were enough staff to meet people's needs. People were supported to remain active and one-to-one activities were taking place. Care plans were person-centred, up to date and had enough detail to enable staff to meet people's needs.

Communal areas were adapted to support people to maintain physical distance. While the environment was clean, communal and staff areas needed to be decluttered and improvements to the décor and general environment were needed. The laundry area was small and poorly ventilated, and infectious and clean laundry was not kept separate.

There were enhanced cleaning schedules for frequently touched areas. PPE stocks were good and used appropriately and staff followed safe hand hygiene guidance. Infection prevention and control measures were regularly monitored.

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

We informed Moray 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 control practices – Adequate

QI 7.3 Staffing arrangements – 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 initial inspection of the service on 6 December, the report of which was laid before parliament on 23 December 2020. We completed a follow-up inspection of the service on 27 January 2021 using virtual technology.

On 27 January, we found good levels of cleanliness throughout the home. There were good quality assurance measures in place to ensure the whole home was kept sufficiently clean. Staff knowledge had improved with enhanced training and this supported the implementation of infection prevention and control best practice.

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

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good.

## **South Beach House, Ardrossan**

South Beach House care home is registered to provide care to 42 older people. The provider is Church of Scotland trading as Crossreach.

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

We found people were supported by a consistent care team who knew people's preferences well. Some staff practices meant people did not always benefit from a positive dining experience.

Although staff were aware of social distancing measures this was not working well. The use of the communal spaces was reviewed during the inspection and changes made to reduce the number of people using the large open plan lounge/ dining room. People had limited access to outdoor space in the garden areas.

The premises and most furnishings and equipment were clean, and adequate supplies of PPE were available. During the inspection, additional waste bins were provided to improve disposal of PPE. Changes to laundry management were introduced during the inspection. Further improvement was needed to ensure staff practices in relation to PPE use and cleaning were consistent with guidance. We made two requirements relating to minimising cross infection and managing the risks to people.

During the inspection, there were not enough staff to ensure people's needs were met. The provider had plans in place to improve the staffing arrangements.

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 – Adequate.

## Archview Lodge Care Home, Dalkeith

Archview Lodge Care Home is registered to provide care to up to 78 older people. The service provider is Barchester Healthcare.

We carried out an unannounced inspection on 28 January with Healthcare Improvement Scotland and completed the inspection on 1 February.

People were supported to maintain contact with those important to them and visiting was in line with current guidance. Families were informed and involved in people's care and this was done through phone calls and technology.

People were supported to remain active, and one-to-one activities were taking place. Staff supported everyone to maintain social distancing, as well as support for people to move around safely. People were supported by care staff who were familiar with their choices and preferences.

The quality of personal plans varied, and more attention was needed to make sure these reflected peoples' needs and wishes.

There were appropriate supplies of PPE and staff used this appropriately. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. Staffing arrangements were sufficient to meet the needs of the people experiencing care.

Some areas of the home needed upgrading. Refurbishment plans had been put on hold due to restricted access to the home.

Enhanced cleaning schedules were in place, but further work was needed to ensure a clean and safe environment. Waste was managed appropriately in the home. Outside waste bins could be managed more safely and effectively.

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?' – 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 2020 in response to a complaint. During this visit, we assessed and reported on infection prevention and control practices. We outlined our findings in the report to parliament on 23 December. We completed a further visit to the home on 28 December, the

findings of which were outlined in the report laid before parliament on 6 January 2021.

On 29 January, we visited the service and found improvement in the areas required in relation to infection prevention and control practices. We completed a further inspection of the service on 3 February to include assessment of the service in relation to people's health and wellbeing and staffing.

We found people were treated with dignity and respect by staff who provided their care and support. Feedback from families was positive and communication from the service was good. Relatives were supported to visit residents and most people found this experience very positive.

Health professionals told us about improvements made by the staff team to support people's health needs throughout the pandemic. However, people had limited opportunity to remain active or engaged in the home.

Safe storage of PPE was in place and PPE stations had been introduced around the home to give staff easy access. The provider had implemented a clear clinical waste disposal process. Furnishings and equipment used to support people was satisfactory.

Care plans contained limited person-centred information and were not always updated. Care planning systems were under review with support from the health and social care partnership.

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

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate.

## **Carnbroe Care Centre, Coatbridge**

Carnbroe Care Centre is registered to provide care for up to 74 older people. The provider is Minster Care Group.

We carried out an unannounced inspection of the care home between 28 and 29 January with Healthcare Improvement Scotland. Following this, we issued a letter of

serious concern detailing the immediate actions the service required to take in relation to infection prevention and control concerns.

Our concerns related to the use of PPE, management of laundry and standards of cleanliness throughout the home including care equipment.

We continued our inspection of the home on 5 February with Healthcare Improvement Scotland to follow up on the letter of serious concern. We found acceptable improvements in respect of the immediate concerns.

We identified further concerns relating the condition of some mattresses and in relation to staff numbers. We were also concerned about staff training in key areas of practice and the standard of care plans. We have made further requirements in relation to these issues.

People living in the home had been encouraged to keep in contact with their families. Families we spoke with told us they felt contact was good and they were kept informed of what was happening in the home.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak.

## **Woodside Court Care Home, Glenrothes**

Woodside Court Care Home is 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 26 January.

We identified significant concerns relating to the cleanliness of the environment, management of clinical waste, staff failing to adhere to safe infection control practices and a lack of meaningful interaction and activity. We issued a serious concern letter to the provider on 26 January.

We visited the home on 29 January to follow up on the serious concerns. We saw positive improvements in the overall cleanliness of the environment, however, we were not confident about the ability of the service to sustain a consistent attention to safe practice.

Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. This did not always impact upon their practice in relation to keeping the environment and equipment clean. Further work was needed to improve staff awareness of their roles and responsibility in implementing safe and effective infection control measures.

Systems were in place to support people to stay both physically and mentally well. Further work was needed to support staff in implementing these and make them meaningful to people. We saw better interactions between staff and people living in the home. People were supported to maintain contact with family and friends using technology.

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 – Weak

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements – Weak.

## **Mowat Court Nursing Home, Stonehaven**

Mowat Court Nursing Home is a care home registered to provide care to 44 older people, of whom 12 may be older people with mental health problems. In addition, the service can provide care to a maximum of two older people with a physical impairment for respite or a short break. The provider is Care UK Ltd.

We carried out an unannounced inspection of the care home on 29 January with Healthcare Improvement Scotland.

People living in the home were supported by care staff who were familiar with their choices and preferences. Positive relationships had been developed with external health professionals and staff implemented guidance and recommendations made by them.

There was an adequate number of staff available to meet people's needs, including their social and emotional needs. Technology was used to support people to stay connected with their friends and family. Support plans were individualised, detailed and informative. This helped staff meet people's needs.

There were concerns in relation to elements of infection prevention and control practices, in particular the standard of cleanliness of the environment and the equipment used by residents.

The home had been decluttered and there were good systems in place to manage residents' laundry. PPE supplies were good and were available for staff throughout the home. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control.

We informed Aberdeenshire 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?' – 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.

## Dalginross House, Crieff

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

We carried out an unannounced inspection of the service on 17 and 18 November. The findings were outlined in the report laid before parliament on 25 November 2020.

We carried out a follow-up inspection on 1 February 2021 using virtual technology.

We found that the management of the home had responded positively to the requirements and areas for improvement detailed in the inspection report. All staff had completed training about COVID-19 and plans were in place for refresher courses.

Enhanced cleaning schedules were in place and cleaning was completed to a high standard. There was ongoing managerial oversight of this. A dependency tool was introduced to help capture changes in people's needs and ensure the service was able to respond quickly and adjust staffing accordingly.

Care plans were monitored on a regular basis to ensure they remained relevant and up to date. Contingency plans were in place in the event of a staff absence or an outbreak of COVID-19 within the service.

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

## Evaluations

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

## Glenburnie Care Home, Leven

Glenburnie Care Home is registered to provide care to 23 older people. The provider is Glenburnie Care Ltd.

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

People were supported by staff who knew them and who were familiar with their choices and preferences. Staff were attentive and had regular interactions with people in communal areas or in their own bedrooms. People were supported to move around and interact. There was a range of activities for people to enjoy. This helped support good physical and mental health.

Families were involved in their relative's care and informed about how the home was managing during the pandemic. People were supported by care staff to maintain contact with family and friends.

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.

There were enough staff to meet the needs of the people. Staff were knowledgeable about the signs and symptoms of COVID-19. They had received COVID-19 training and regular updated information and felt safe and supported in carrying out their duties.

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good.

## **Gibson House, St Andrews**

Gibson House is a care home registered to provide a care service for 34 older people. The provider is William Gibson's Trust.

We carried out an unannounced inspection of the care home on 2 February with Healthcare Improvement Scotland. We made a return visit to the care home on 4 February.

When we visited on 2 February, we identified concerns regarding the cleanliness and condition of shared equipment. Areas of the home were cluttered and disorganised which meant effective cleaning was not taking place. Staff were not using or disposing of PPE in line with best practice, and PPE was not always stored safely or in a way which was easily accessible. Social distancing was not consistently adhered to.

Although staffing levels were adequate in meeting people's direct care needs, opportunities for people to socialise and be active were limited. Formal assessments of staffing levels and deployment had not been completed. Medication records were found to be inaccurate and needed to be improved to show that people were receiving the right medication.

We made a return visit to the care home on 4 February to make sure remedial action had been taken to address immediate concerns.

During this visit, we found the provider had made good progress in addressing these concerns. There was a strong commitment to work collaboratively to make the

required improvements. The service had effectively cleaned equipment and old equipment that could not be cleaned had been replaced.

Relatives we spoke with told us they were happy with the care provided and that communication with the home was good. Staff knew people well and were able to meet their needs promptly.

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 – Weak.

## **Lomond Court Nursing Home, Glenrothes**

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

We carried out an unannounced inspection of the care home between 12 and 19 January, the findings of which were outlined in the report laid before parliament on 3 February. We issued a letter of serious concern to the provider on 12 January in relation to the cleanliness of the environment, management of clinical waste, staff adhering to safe infection control practices and laundry management.

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

We found 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 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.

## **Westerfields Care Home, Paisley**

Westerfields Care Home is registered to provide care to a maximum of 64 older adults aged 50 years and above. The provider is H&H Care Homes Limited.

We carried out an unannounced inspection of the service on 2 February where we identified serious concerns in relation to the safe management of waste, linen and environmental cleaning. We issued a letter of serious concern to the provider on 3 February that detailed immediate actions the home must take.

We visited the service on 5 February to follow up on the letter of serious concern and found progress had been made in meeting the requirements.

We made a further visit to the service 9 February and found further improvements had been made and that the requirements had been met. The standard of cleanliness of the general environment including enhanced cleaning had improved. We found the current guidance around the safe management of linen and waste was being correctly implemented. Improvements had also been made in the availability, storage, use and disposal of PPE. Additional PPE and clinical waste stations were being introduced in all areas.

Regarding the care of residents, we found residents were treated with dignity and respect and their needs were being met. People were supported by care staff to maintain contact with family and relatives.

Further areas for improvement were identified in relation to management and leadership, quality assurance and monitoring systems and infection prevention and control.

We informed Renfrewshire health and social care partnership of our findings and they have agreed to provide further 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 – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate.

## **Wellmeadow Lodge, Glasgow**

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 2020 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. We extended timescales for the required improvements until 1 February.

On 3 February 2021, we carried out a further inspection with Healthcare Improvement Scotland. We found improvements in the use of PPE and staff training. The home was clean, and effective infection prevention and control measures were in place to keep people safe. The outstanding requirement from the improvement notice had been met.

The service had improved its quality assurance processes. The recordings around the use of the nurse call system had improved, which positively impacted on the quality of care and people's safety.

The service has further work to do to improve the quality of care provided for people with particular regard to its care planning documentation.

We informed East Renfrewshire health and social care partnership of our findings. The partnership continues to provide support to this service.

We will undertake a further visit to monitor progress.

## **Evaluations**

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

## **Craigielea Care Home, Renfrew**

Craigielea Care Home is registered to provide nursing care and support for up to 85 people, 20 adults with a physical disability and 65 older people. The provider is Holmes Care Group Scotland Ltd.

We carried out an unannounced inspection of the service on 2 February with Healthcare Improvement Scotland.

We found staffing arrangements were sufficient to meet people's needs.

Person-centred plans contained information about residents' needs. People were supported by staff who knew them well. There were effective monitoring systems to

promote good health outcomes. Opportunities for stimulation and meaningful engagement could be improved further.

Feedback from families was positive and we were told that there had been regular communication from the service and opportunities for contact with residents.

The home was generally clean, however there were some areas where the environment needed attention and maintenance to enable effective levels of cleanliness.

We observed staff correctly following the guidance for the use of PPE. Ample supplies of PPE were located at key points within the service. Laundry and catering arrangements were well managed.

Quality assurance systems and overall governance for infection prevention and control could be developed further to improve the frequency and quality of staff observations, which support staff understanding and practice around infection control.

We informed Renfrewshire council 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.

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

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

We carried out an initial inspection of the service on 31 December 2020 and 4 Jan 2021. We issued a letter of serious concern to the provider on 31 December that detailed immediate action to be taken in relation to the number of staff deployed on shifts, the cleanliness of the environment, furnishings, shared equipment and infection prevention and control awareness, knowledge and practice. The findings were outlined in the report laid before parliament on 6 January.

We made a further visit to the home on 2 February to follow up on the improvements that were required. The service had addressed all areas of concern and adequately met all required improvements.

We informed Aberdeen city 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.

## Craigieknowes, Perth

Craigieknowes is a care home registered to provide care to 47 older people. The provider is Four Seasons Healthcare Group.

We carried out an initial inspection of the service on 6 and 8 October 2020 with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before Parliament on 28 October 2020.

We completed a further visit to the home on 2 February to follow up on improvements that were required.

We found some improvements had been made around care planning, staff supervision and training. Laundry facilities had been improved, access had been adapted to facilitate a clear flow of dirty-to-clean laundry and the requirement made about laundry facilities was met.

While improvements had been made to people's support plans, further work was needed to ensure that support plans offered clear guidance on people's care needs, wishes and choices.

Some improvements had been made in relation to supervision. All staff had received the opportunity for a face-to-face meeting with their manager. However, the records sampled demonstrated a lack of understanding of the purpose of supervision and the information recorded was limited and did not support ongoing development for staff.

Although staff training opportunities were in place there was a lack of formal evaluation to embed practice and demonstrate improved outcomes for people living in the service.

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

We have informed Perth and Kinross 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.

## **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 initial inspection of the care home on the 19 and 20 of January, the findings of which were outlined in the report laid before Parliament on 3 February.

We completed a further visit to the home on 2 February to follow up on the improvements that were required in relation to cleanliness of the environment and infection prevention and control practices.

On 2 February, we found there had been some progress made by the service. The laundry processes and cleaning products were in line with current guidance. Staff had received training about infection prevention and control and had access to the most current guidance.

Further improvements were needed in relation to infection prevention and control. We found some reusable equipment was not clean. There was inconsistency in cleaning of care equipment and in the cleaning of link areas between individual units. There was an overuse of PPE by staff, and this led to missed opportunities to practice frequent hand hygiene. Quality assurance tools needed to be further developed to ensure they capture all areas of practice that are relevant to keeping people safe from cross infection.

Staff had a friendly, warm manner and people appeared content. The atmosphere was relaxed and homely and we observed physical distancing was encouraged.

We have informed North Ayrshire 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.

## **Main's House, Newtonmore**

Main's House is a care home registered to provide care to 31 older people. The provider is Main's House Ltd.

We carried out an announced inspection on 3 and 4 February using virtual technology.

We observed kind and compassionate interactions between staff and people. Staff were familiar with people's needs and preferences. People were able to move freely around the home and were supported to remain active by taking part in a range of activities.

People were supported to maintain contact with family and friends through phone calls and other technology. Feedback from families was positive.

Staff were knowledgeable about the signs and symptoms of COVID-19 infection and knew what measures to take to keep people safe from infection. Staff had enough

information to meet people's changing health needs and care for them safely. We highlighted improvements around personal planning to better reflect people's choices and wishes.

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 re-usable equipment was in line with guidance. PPE supplies were readily available and used in line with guidance.

There were enough staff to meet people's health and care needs. There was a staffing contingency plan to help manage staff shortages.

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.

## **Fairknowe, Maybole**

Fairknowe care home is registered to provide care to 40 older people. The service provider is Mead Medical Services Limited.

We carried out an unannounced inspection on 3 February with Healthcare Improvement Scotland.

People were supported well by staff. There were suitable measures in place to maintain social distancing. Contact with family and friends had been maintained using technology and social media. Visiting had been facilitated in line with government guidance.

Risk assessments and care plans needed improvement. These did not reflect people's current care needs. People were supported with their diet and fluids, but the recording of fluid intake needs to be improved.

The home was clean and free from clutter. Staff used PPE correctly but there were not enough clinical waste bins available. The cleanliness of some equipment used for residents was not satisfactory. Chlorine-based cleaning products were available but not being used. The laundry system needs to be reviewed.

New staff had been recruited and this reduced the number of temporary staff being used. There were enough staff to meet people's health and care needs. Staff had received training and were knowledgeable about COVID-19 and infection prevention control.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate.

## **Nazareth House, Bonnyrigg**

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

We carried out an initial inspection of the service on 20 January, the findings of which were outlined in the report laid before Parliament on 3 February.

We completed a further inspection of the home on the 4 February with Healthcare Improvement Scotland to follow up on the improvements required in relation to infection prevention and control.

We found that some progress had been made on the areas required. The home was cleaner and maintenance work had started, which was improving infection prevention and control. Staff practices in infection prevention and control had improved, and PPE stations were well stocked and easily accessible to staff. Further work was needed to fully meet the improvements required. We have extended the time for these to be completed.

We informed Midlothian 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.

## **Lythe Home, Buckie**

Lythe Home is registered to provide care to 32 older adults. The provider is 2MAJIK Ltd.

We carried out an unannounced inspection of the care home on 4 and 8 February, with NHS Grampian present on the first day.

When we visited on 4 January, we found staff were kind and caring when supporting people however, staff had little time to spend with people to engage them in meaningful conversation. People were not supported to keep active or pass their time in a meaningful way.

We had significant concerns about the cleanliness and repair of the home, infection control practices, unsafe use of cleaning chemicals and a lack of domestic staff.

We issued a letter of serious concern to the provider on 4 February detailing our concerns.

We visited the service on 8 February and found that while some of the areas of serious concern had been progressed, there remained significant areas of concern that posed a risk to people's health, safety and wellbeing.

Due to the providers failure to address the significant concerns, we issued an improvement notice on 12 February.

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

We will undertake further monitoring visits to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Unsatisfactory

QI 7.2 Infection prevention and control practices – Unsatisfactory

QI 7.3 Staffing arrangements – Unsatisfactory.

## **Oakview Manor Care Home, Glasgow**

Oakview Manor Care Home is registered to provide care to 80 older people. The provider is Oakminster Healthcare Ltd.

We carried out an unannounced inspection on 9 January with Healthcare Improvement Scotland.

People were happy with the care they received. Care staff were familiar with people's choices and preferences and showed kindness and compassion towards people experiencing care. Some work was needed in respect of personal plans being consistent and accurately reflecting how people's needs were being met.

People were supported to stay in touch with friends and family. They were kept informed should someone's health deteriorate. Improvements could be made with recording this and providing a level of consistency across their records.

People were supported to physically distance. Staff had supported people to understand how to keep themselves safe during the pandemic. People could choose to take part in activities. Further work is needed to support people to remain as active as they can including the use of outdoor space where possible.

The communal areas of the home were clean and free of clutter. Suitable procedures were in place for the management of laundry and clinical waste. There was a good range of spaces for people to use which supported current guidance in relation to social distancing.

Staff had appropriate knowledge about correct use of personal protective equipment, and infection prevention and control. Their positive attitude helped foster a positive culture of teamwork and respect for colleagues, residents and visitors. The proactive approach to improvement was commendable.

We informed Glasgow city council 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 control practices – Good

QI 7.3 Staffing arrangements – Good.

### **Burnfoot Care Home, Patna**

Burnfoot Care Home is registered to provide care to 48 adults, including 15 people with mental health problems. The provider is West Coast Care Limited.

We carried out an unannounced inspection on 9 February with Healthcare Improvement Scotland.

People were cared for by staff who knew them and how to support them. We saw staff engaging with people with warmth and respect. The service was responsive to people's changing health needs.

A range of activities helped people keep active and stimulated. Family members told us they were very satisfied with the care provided and appreciated the efforts made to keep them informed. Personal plans needed to be improved to reflect people's experiences and preferences.

We identified concerns around infection prevention and control. Staff did not always follow current guidance on the use of PPE and the service had no effective system of reviewing staff practice in the use of PPE and hand washing.

Clinical waste within the home and externally needed to improve to reduce the risk of infection. Cleaning records were not completed fully. Laundry practices did not follow current guidance. We made a requirement in relation to improving infection prevention and control.

We informed East 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 – Adequate.

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