



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

**Laid before Parliament 17 March 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 March 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.

## **Ashford House, Bridge of Allan, Stirling**

Ashford House care home is registered to provide care to 24 older people. The provider is Drumpark Care Ltd.

We carried out an initial inspection of this service on 12 June and issued a letter of serious concern to the provider. On 15 June we carried out a follow-up visit. We found improvements had been made in the areas identified. The findings of the inspection were outlined in the report laid before Parliament on 24 June.

On 22 July and 1 October, we completed two further inspection visits to the home, the findings of which were outlined in the reports laid before Parliament on 5 August and 14 October.

We visited the home on 23 February and found improvements related to care planning and staffing levels. This helped to ensure that people's needs were assessed, monitored, and met. We identified the need for further improvement in quality assurance procedures and staff training.

Clackmannanshire and Stirling health and social care partnership is working with the service to promote further improvement. We informed them of our inspection findings.

We will undertake a further visit to monitor progress.

### **Evaluations**

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

## **Campsie Neurological Care Centre, Kirkintilloch**

Campsie Neurological Care Centre is a care home registered to provide care to 22 adults with a physical disability. The provider is Living Ambitions Ltd.

We carried out an inspection of the service over four days, 29 and 30 September and 2 and 7 October with Healthcare Improvement Scotland, the findings of which outlined in the report laid before parliament on 28 October. We completed a further visit to the home on 23 February to follow up on the improvements that were required.

We found staff supported people with kindness and respect. Staffing levels were sufficient to meet people's needs. However, there was a need to develop staff skills to provide effective assessment and put in place the right support for people to appropriately meet and manage people's needs. We were concerned that the provider was unable to effectively manage the care and support needs of the people living in the home.

There was a need for the provider to enable people to keep in touch with people important to them including the supply of technical equipment.

The home was clean and tidy, and staff were using the appropriate PPE in line with guidance. There was a continued need to improve the laundry area. The provider had not taken appropriate action to protect people from infection and reduce risks to their health and wellbeing.

The provider had failed to review and define the purpose and nature of the service. Frequent changes in the management of this service meant that responsibilities were unclear and management oversight was unsatisfactory.

Major weaknesses were identified in the critical performance of this service which compromised the outcomes for people living in the service. We concluded that the provider lacked the capacity to meet the health, welfare, and safety needs of individuals.

In response to the findings of this inspection we issued an improvement notice on 8 March detailing the improvements to be made and the period within which they must be made.

We informed East Dunbartonshire health and social care partnership of our findings and they are providing support to the home.

We will undertake a further visit to monitor progress.

We reviewed the evaluation of quality indicators to reflect the serious concerns we had about the capacity of the provider to meet the health, welfare, and safety needs of individuals.

## **Evaluations**

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

Quality indicator (QI) evaluation:

QI 1.4 People are getting the right service for them – Unsatisfactory.

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

Quality indicator (QI) evaluation:

QI 2.2: Quality assurance and improvement is well lead– Unsatisfactory.

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

## **Newcarron Court Nursing Home, Falkirk**

Newcarron Court Nursing Home is a care home registered to provide a care service to 116 older people. The provider is Advinia Care Homes Limited.

We carried out an inspection on 4 and 9 June, which resulted in a letter of serious concern being issued. Two further inspection visits took place on 24 June and 14 July to follow up on the requirements made, the findings of which were outlined in our report laid before Parliament on 22 July.

Following a complaint, we carried out a further inspection on 23 February with a specific focus on infection prevention and control practices.

During our visit, we found good levels of cleanliness throughout the home, care equipment was clean and there were enhanced cleaning schedules in place. There were appropriate measures in place to maintain social distancing and support people to move around safely.

Communal areas, bedrooms and bathrooms were free from clutter. PPE stations were well stocked and located throughout the home. Staff used PPE appropriately in line with Health Protection Scotland infection prevention and control guidance and clinical waste was managed and disposed of appropriately.

All staff had received training in infection prevention and control. Laundry was managed well and there was a range of auditing and quality assurance measures in place to ensure that practice complied with guidance and helped promote a safe environment.

We informed Falkirk 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) evaluation:

QI 7.2 Infection prevention and control practices – Good

## West Park Care Home, Glenrothes

West Park care home is registered to provide a care service for 38 older people. The provider is West Park House Ltd.

We carried out an unannounced inspection of the care home with Healthcare Improvement Scotland between 23 and 25 February.

Staffing levels within the care home were good. The potential impact of COVID-19 on people, including loneliness, was sensitively considered by staff. They worked responsively to make sure people experienced positive outcomes. Visiting was restricted in line with public health advice, a plan was in place to re-commence visiting soon.

Staff training was provided about infection prevention and control. We did not identify any concerns in relation to the use of PPE. However, some staff did not fully understand or comply with current guidance on all infection prevention and control practices. This requires to be addressed to reduce the risk of transmission of infection should another outbreak occur.

We identified concerns in relation to infection prevention and control. Environmental audits were not effective in identifying areas which required attention. We had concerns about bed mattresses which were contaminated and required to be addressed as a matter of urgency. Other areas of concern included contaminated equipment for use of residents and encrusted foodstuffs on a small number of dining tables.

Further information was required within anticipatory care plans to make sure people's wishes were clearly recorded.

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 – Good

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements - Good

## Tor-Na-Dee Care Home, Milltimber

Tor-Na-Dee care home is registered to provide care to 74 older people. The provider is Care UK Ltd.

We carried out an unannounced inspection of the care home on 24 February with Healthcare Improvement Scotland.

People living in the home were supported by care staff who were familiar with their choices and preferences. They were supported to maintain contact with family and friends using technology. The home had appropriate measures in place to maintain social distancing.

Care plans were person centred and reviews were being completed regularly. The home had introduced COVID-19 specific documentation in the care plans, but we found this to be generic, not individualised. We identified a need to improve anticipatory care planning to ensure people's preferences were known and catered for at the end of their life.

Staff had been trained and were knowledgeable about COVID-19 and infection prevention and control. The home had good supplies of PPE, handwashing products and alcohol gel. We identified that more clinical waste bins were required to ensure safe disposal of used PPE.

The home environment appeared clean and was a pleasant environment to be in. However, on closer inspection we identified that more thorough cleaning was required to reduce the risk of infection.

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 - Good

## **Southside Care Home, Inverness**

Southside care home is registered to provide care to 33 older people. The provider is Southside Nursing Home Ltd.

We carried out an inspection on 24 and 25 February, using virtual technology.

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. Whilst feedback from families was positive, some families reported that the home could improve communication when people's health and care needs change.

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

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

Cleaning of re-usable equipment was in line with guidance. PPE supplies were readily available and used in line with guidance. Enhanced cleaning schedules were in place.

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

## **Nightingale House Ayrshire Limited, Cumnock**

Nightingale House Ayrshire care home is registered to provide care for up to 29 older people. The provider is Nightingale House Ayrshire Limited.

We carried out an unannounced inspection of the care home on the 24 February with Healthcare Improvement Scotland. We identified serious concerns about infection

prevention and control practices and issued a letter of serious concern to the provider about cleaning, laundry and housekeeping practices and staff practice.

We returned to the service on 1 March with Healthcare Improvement Scotland and found adequate progress to address concerns. The home was visibly cleaner and changes to the cleaning practices and laundry management had been introduced. More PPE stations and waste bins improved access and disposal of PPE. However, staff practices about PPE use needed further improvement.

Not all staff were aware of current guidance around COVID-19 and infection prevention and control. Training was not provided for all of the staff who needed this.

People were supported by staff who were familiar with their choices and preferences. Staff were kind, caring and attentive. People maintained contact with family using technology and with window visits or essential visits. This was in line with the current guidance. Relatives told us that communication was good. Families were happy with the care provided.

Staffing arrangements were sufficient to meet the needs of people. There were measures in place to maintain physical distancing. People were supported to remain active, and one-to-one activities were taking place.

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

## **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 with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before Parliament on 23 December.

We completed a further visit to the home on 21 January to follow up on the improvements that were required, the findings of which were outlined in the report laid before Parliament on 3 February.

We completed a further visit to the home on 24 February to follow up the outstanding requirements made. There was significant progress in relation to infection prevention and control practice. Housekeepers were knowledgeable and worked with care staff to create a clutter free and clean environment.

The management team had developed a system to improve care planning, which better reflected people's needs and choices, this should promote positive outcomes in future. Medication management had improved.

A robust systems for staff development and practice was in place. Team meetings, staff supervision and observed practice were in place to promote good outcomes for people.

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

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Adequate

## **Isle View Care Home, Achnasheen**

Isle View care home is registered to provide care to 25 older people. The provider is AKAM Care Ltd.

We carried out an initial inspection of the service on 17 September, the findings of which were outlined in the report laid before Parliament on 30 September.

We completed an inspection on the 25 February to follow up on required improvements.

PPE stations had been introduced and there was a good supply of clinical waste bins. The environment was clean, and the laundry area was fully refurbished. Cleaning schedules for shared equipment and frequently touched areas had not

been put in place in line with guidance. Damaged flooring needed to be replaced to reduce the risk of slips and trips and to enable it to be cleaned effectively.

Staff were trained and knowledgeable about how to manage COVID-19. The COVID-19 contingency plan could be improved by including information about safely meeting needs in the event of an outbreak.

There were enough staff to meet people's care needs. Staff helped people to use technology and other methods to maintain contact with relatives. Essential visits were in place and visiting was in line with guidance. Care plans were person-centred, up-to-date and had enough detail to enable staff to meet people's needs.

We will undertake a further visit to monitor progress.

We informed NHS Highland 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

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Good

### **Grandholm Care Home, Bridge of Don**

Grandholm Care Home is registered to provide care to 79 older people inclusive of 4 places for those 50 years and over. The provider is Holmes Care Group Scotland Ltd.

We carried out an unannounced inspection of the care home on 25 and 26 February with Healthcare Improvement Scotland.

We issued a letter of serious concern to the provider on 26 February which detailed immediate action that the home must take in relation to infection prevention and control practice including cleaning of the environment, mattresses, and care equipment. We continued our inspection on 2 March with Healthcare Improvement Scotland.

Staff were better informed about hand hygiene and their practice had improved. PPE supplies were good and readily available throughout the home. Staff wore and disposed of PPE safely.

Improvements were limited in relation to cleaning and cleaning products. Staff were not clear about their roles and responsibilities in aspects of cleaning equipment and the environment. This contributed to poor infection prevention and control practice. Leadership and enhanced governance required to be strengthened in order to put in place the necessary improvements.

People living in the home were supported by care staff who were familiar with their choices and preferences. We observed kind and compassionate interactions between staff and service users. People's healthcare needs were met but were compromised by poor infection prevention and control practice.

Visiting was supported and in line with guidance. People maintain contact with family and friends using technology. A system was in place to update families about their relative's care.

We informed Aberdeen City 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 - Weak

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements - Weak

## **Rawyards House Care Home, Airdrie**

Rawyards House care home is registered to provide care for 97 people. The provider is RH Independent Healthcare Limited.

We inspected the home with Healthcare Improvement Scotland on 25 February. We identified serious concerns about the care people were receiving and issued a letter of serious concern on 26 February. This related to cleaning, laundry, housekeeping practices and inappropriate use of PPE.

We returned to the service on 1 and 2 March with Healthcare Improvement Scotland. There were limited improvements in the environment and staff practice and knowledge. There was no management oversight or quality assurance that supported good infection prevention and control practice. Consequently, practices did not reduce the risk of infection or cross-contamination for people.

As a result, we issued an improvement notice to the service..

We informed North Lanarkshire health and social care partnership of our findings and they are providing support to the home.

We will undertake further visits to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Unsatisfactory

QI 7.3 Staffing arrangements – Weak

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

Elm Cottage is a care home registered to provide care to eight adults with learning disabilities. The service is provided by Elm Cottage Care Ltd.

We carried out an unannounced inspection on 28 January, the findings of which were laid before Parliament on 17 February.

We completed a further inspection of the service on 26 February to follow up on the improvements required relating to infection prevention and control practice, risk assessments, the use of PPE and anticipatory care planning.

PPE was stored safely, and stations were well-stocked with clear guidance. Staff knowledge had improved with enhanced training and this supported the implementation of infection prevention and control good practice.

We found good levels of cleanliness throughout the home. There were good quality assurance measures to ensure the home was kept sufficiently clean.

Detailed and individualised risk assessments meant that staff were able to keep people safe.

We found progress had been made regarding anticipatory care plans, involving people about important decisions for them.

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

We have reviewed the evaluations for this care home based on our findings at this inspection.

## **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

## **Ythanvale Home, Ellon**

Ythanvale Home is a care home registered to provide care for up to 31 older people. The provider is Aberdeenshire Council.

We carried out an unannounced inspection of the care home on 26 February.

People were supported by a staff team who were familiar with their preferences and choices and who treated them with dignity and respect. Staff were supporting people to keep active by supporting them with walks in the garden. Meaningful activities took place regularly.

People were supported by staff to maintain contact with relatives using technology and telephone calls. Families were informed and involved in their relative's care. Essential visits at the home were supported.

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

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

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

Staffing arrangements were sufficient to meet the needs of the people who received the service and observation levels of people were good. Cohorts of staff were in place, with teams of staff allocated to units of the home.

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

### **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Very Good

QI 7.2 Infection prevention and control practices – Very Good

QI 7.3 Staffing arrangements – Very Good

## Bankhouse, Lanark

Bankhouse care home is registered to provide care to 49 older people. The provider is MHA Auchlochlan.

We carried out an unannounced inspection of the care home on 1 and 2 March with Healthcare Improvement Scotland.

Staff arrangements were sufficient to meet the needs of residents. We observed warm and caring interactions between staff and residents. Residents had access to a range of activities and supports in the home and staff were familiar with their preferences and choices. Appropriate measures were in place to maintain social distancing and staff supported people to move around safely to reduce stress and distress reactions.

Staff supported people to maintain contact with their relatives using technology in line with guidance from public health. Families were positive about communication with the home.

While staff received training about COVID-19, infection prevention and control practice and the use of PPE, learning was not always evident in staff practice. We identified concerns in relation to cleanliness of the environment. The management team took prompt action during our inspection to address concerns in relation to cleanliness and to ensure appropriate PPE was available at point of use. Further improvements were needed to ensure effective environmental infection prevention and control measures were maintained.

Personal plans and healthcare records were in place, but information needed to improve to ensure people's health and wellbeing needs were met effectively.

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

We will undertake a further visit to monitor progress.

### Evaluations

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

## **Orchard Care Centre, Tullibody, Alloa**

Orchard Care Centre is a care home registered to provide care to 42 older people and 16 adults with dementia. The provider is HC One Limited.

We carried out an unannounced inspection of the home on 1 March.

Staff were compassionate and respectful towards people experiencing care. People were supported to maintain contact with friends and family. There was a good range of meaningful activities for people to get involved when they chose to do so. A booking system was in use for indoor visits for each resident. Feedback from relatives was that visits were well managed.

People were supported to socially distance when moving around the home. The care home was clean. There were ample supplies of PPE and staff used this appropriately. Staff received training about COVID-19 procedures and infection prevention and control practice. Staff were knowledgeable about the signs and symptoms of COVID-19 and could identify when a person's health was deteriorating.

Staffing levels were sufficient to meet people's health and wellbeing needs. There was a contingency plan in place to help when staff were absent due to illness or self-isolating.

We informed Forth Valley 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

## **Abbotsford Care, Methil, Leven**

Abbotsford Care, Methil care home is registered to provide care to up to 38 adults and older people. The provider is Abbotsford Care (Glenrothes) Ltd.

We carried out an unannounced inspection with Healthcare Improvement Scotland on 2 March.

There were sufficient staff, and interactions between staff and residents were kind and compassionate. Staff had a good understanding of people's needs and choices, ensuring support was right for them.

Families were involved in their relatives' care and were kept informed about changes to their relatives' needs. Feedback from families was very positive and people were supported to maintain contact with relatives through technology, phone calls and essential visits.

The home was tidy, free from clutter and promoted social distancing. PPE supplies were good and available throughout the home. Staff were knowledgeable about infection prevention and control and COVID-19. There was variable practice in relation to good hand-hygiene and correct use of PPE.

There were enhanced cleaning schedules in place, however additional cleaning was required for some items and difficult to clean surfaces. Storage of items in the laundry should be reorganised to promote best practice in infection prevention and control.

Staff felt well supported and had adopted a whole team approach to all aspects of care.

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?' – Adequate

Quality indicator (QI) evaluations:

7.1 People's health and wellbeing – Good

7.2 Infection prevention and control practices – Adequate

7.3 Staffing arrangements – Good

## **Castlegreen, Edinburgh**

Castlegreen care home is registered to provide care to 60 older people. The provider is Tamaris (Scotland) Limited, a member of the Four Seasons Health Care Group.

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

We found people living in the home were supported by staff who were familiar with their choices and preferences. Staff were kind, caring and attentive towards people receiving care. There were measures in place to sensitively support people to maintain physical distancing.

Indoor visiting was suspended on the advice of public health. In the absence of visiting, people receiving care were supported by staff to maintain contact with family and friends using technology.

Feedback from people and relatives was overall very positive about the support they received from staff. Some relatives felt that the service could be more pro-active in communicating with them.

Enhanced cleaning schedules were in place, further work was needed to ensure furnishings and equipment were kept clean. Staff were trained in infection prevention and control, and most followed good practice. The impact of this training needed better evaluation. There were sufficient supplies of PPE but some additional clinical waste bins and covered storage for PPE were needed.

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements - Adequate

## **Moorburn Manor Nursing Home, Largs**

Moorburn Manor Nursing Home is a care home registered to provide care to 35 older people. The provider is Moorburn Manor Limited.

We carried out an inspection on 2 March. We had significant concerns around infection prevention and control. These included staff having access to PPE, safe disposal of clinical waste, inappropriate products used in cleaning and cleaning schedules not following current guidance. We issued a letter of serious concern outlining improvements that required to be put in place.

We carried out a further visit to the service on 8 March and completed our inspection on 9 March. We found limited progress had been made. We identified further concerns about people's movement being limited due to locked doors. We were concerned about the care and support provided to people who experienced stress and distress and the lack of staff training in this area.

We issued the provider with an improvement notice.

We will return to the service to evaluate progress on areas in the improvement notice.

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? – Unsatisfactory

Quality indicator (QI) evaluations:

7.1 People's health and wellbeing – Unsatisfactory

7.2 Infection prevention and control practices – Unsatisfactory

7.3 Staffing arrangements – Unsatisfactory

## Balnacarron, St. Andrews

Balnacarron care home is registered to provide care to 35 older people. The provider is HC-One Oval Limited.

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

We identified significant concerns relating to the cleanliness of the environment, management of clinical waste, staff adherence to safe infection prevention and control practices and staff knowledge, training and awareness of COVID-19. We issued a letter of serious concern to the provider on 2 March.

We visited the home on 5 March to follow up on the serious concerns. We saw positive improvements in the overall cleanliness of the environment and management of clinical waste. However, we were concerned about the service's ability to sustain consistent safe infection prevention and control practice. Staff training in infection prevention and control and awareness of COVID-19 was planned.

People were supported to maintain contact with family and friends using both technology and indoor visits were also taking place in line with government guidance. The quality of care planning needs to improve to ensure there is sufficient detail to inform staff practice. Medication administration recording and the storage of medication and medical equipment also needs to improve.

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

## **Gowrie House Care Home, Kirkcaldy**

Gowrie House Care Home is registered to provide care to 60 older people. The provider is Gowrie Care Limited, a part of the Bellsizes group.

We carried out an unannounced inspection of the care home between 15 and 22 January with Healthcare Improvement Scotland. We issued a letter of serious concern to the provider on 15 January in relation to weak infection prevention and control practice. This was outlined in the report laid before Parliament on 3 February.

We carried out a further inspection of the care home on 2 March to follow up on the improvements required. 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 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

## **Westlea Care Home, Glasgow**

Westlea care home is registered to provide care to 55 older people. The provider is Third Life Care Limited.

We completed an inspection of the service between 2 and 9 November, the findings of which were outlined in the report laid before Parliament on 25 November.

We visited the home on 2 March to follow up on the improvements that were required.

Staffing levels had improved and recruitment was ongoing. Staff learning, development and supervision had also improved. A quality assurance system was in place and was used effectively. The manager had a good overview of the service and actions needed for improvement. Action was taken to improve the detail in personal plans, and these reflected the views of individuals and were person-centred.

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

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

## Evaluations

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

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 Peoples health benefits from their care and support - Good

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

Quality indicator (QI) evaluations:

QI 2.2 Quality assurance and improvement is led well – Good

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

Quality indicator (QI) evaluations:

QI 3.1 Staff have been recruited well - Good

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

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

Quality indicator (QI) evaluations:

QI 4.2 The setting promotes people's independence – Very good

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

Quality indicator (QI) evaluations:

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

## Haydale Nursing Home, Glasgow

Haydale nursing home is registered to provide care to 66 adults to include frail elderly people and people with learning disabilities. The provider is Advinia Care Homes Limited.

We carried out an inspection on 30 September, the findings of which were outlined in the report laid before Parliament on 14 October.

We completed a further inspection of the home on 3 March.

We found that people were cared for in a clean and homely environment which suited their needs and gave them space to be on their own or socialise with others. The service had been in contact with public health for updated guidance on indoor visiting. Garden visits were taking place in a covered area.

People had opportunities to take part in individual and group activities and had access to outdoor spaces. Staff were sensitive when supporting people to appropriately socially distance to protect themselves and others.

Staff were knowledgeable of people's health and welfare needs and there was good contact with external healthcare professionals.

Care plans for managing falls and stress and distress, provided good guidance to support people safely. The service needed to show better detail of people's involvement in their personal planning.

There was a good level of staffing to meet people's needs.

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

## **Evaluations**

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

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 Peoples health benefits from their care and support – Good

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

Quality indicator (QI) evaluation:

QI 2.2 Quality assurance and improvement is led well – Good.

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

Quality indicator (QI) evaluation:

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

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

Quality indicator (QI) evaluation:

QI 4.2 The setting promotes people's independence – Good.

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

Quality indicator (QI) evaluation:

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

## **Nazareth House, Glasgow**

Nazareth House care home is registered to provide care to 70 older people. The provider is Nazareth Care Charitable Trust.

We completed an inspection of the home on 23 November, our findings of which were outlined in the report laid before Parliament on 11 January. We completed a

further visit to the home on 3 March to follow up on the improvements that were required.

Changes in management affected the service's ability to meet all the areas of concern identified previously. However, some progress was identified, and a plan was in place to address remaining issues. The provider's senior management team were working closely with the care home and this had positively influenced the capacity for further improvements.

Residents enjoyed a range of group activities, although there were limited opportunities for one-to-one time or meaningful activity every day. We identified inconsistencies in aspects of care planning, medication administration and quality assurance. Visiting was in line with public health guidance and individual visiting plans were being put in place for the recommencement of indoor visiting.

Staffing levels had been adjusted to better meet the needs of people at night.

The service needed more time to work on the required improvements that remain. We have extended the timescales to support the service in achieving this.

We will undertake a further visit to monitor progress.

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

## **Evaluations**

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

## **Lennel House, Coldstream**

Lennel House is a care home registered to provide care to a maximum of 38 older people. The provider is St Philips Care Limited.

We carried out an inspection of the care home on 3 March with Healthcare Improvement Scotland.

Staff were kind and caring in their interactions with people. While, electronic personal plans contained good information, not all the staff were familiar with this system, meaning planned care was not always in line with people's needs or wishes.

The home was clean and tidy and enhanced cleaning ensured frequently touched surfaces were cleaned more often in line with guidance. A programme of refurbishment was in place which when completed will allow more effective cleaning. PPE was used appropriately by staff who were knowledgeable about COVID-19 and infection prevention and control practice. The outside clinical waste bins

needed to be secured and staff were reminded to wear PPE when putting waste into these bins.

Staffing levels and skill mix had recently improved but there was limited time for staff to support people to keep active or spend time in a meaningful way. Visiting was taking place in line with guidelines.

We have informed Scottish Borders health and social care partnership of our finding, who were providing 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 control practices – Adequate

QI 7.3 Staffing arrangements – Weak

## **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 inspection of the service on 20 January. The findings 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. These related to infection prevention and control practice. Some progress had been made however further work was needed to fully meet the improvements required.

We carried out a further unannounced inspection of the service on 3 March with Healthcare Improvement Scotland. Improvements made had been sustained and maintenance and repair of the care home continued, making the environment cleaner and easier to maintain.

One requirement about staffing remains outstanding. We have extended the timescales for the service to meet this and will follow up progress at our next inspection.

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

We reviewed the evaluation for this care home based on our findings at this inspection. The updated evaluation is 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) evaluation:

QI 7.2 Infection prevention and control practices – Adequate

## Arran View Care Home, Saltcoats

Arran View Care Home is registered to provide care for up to 90 older people. The provider is Enhance Healthcare Ltd.

We carried out an inspection of the care home on the 19 and 20 January with Healthcare Improvement Scotland, the findings of which were outlined in the report to Parliament on 3 February. We completed a further inspection on 2 February and outlined these findings in our report to Parliament on 17 February.

We inspected the home with Healthcare Improvement Scotland on 3 March to follow up on improvements that were required in relation to cleanliness of the environment and the monitoring of infection prevention and control practices.

There was good progress in the cleanliness of bedrooms, shared bathrooms and lounges in each unit. Reusable equipment was clean.

Not all staff followed protocols about uniforms or rest breaks. The practice we observed did not reduce the risk of infection or cross-contamination for people who use the service or for staff. There was an overuse of PPE by staff, which resulted in missed opportunities to practice frequent hand hygiene.

We viewed recorded evidence of infection prevention and control audits and the observation of staff practice. However, these did not reflect our observations during the inspection. We determined that audits were not effective in evaluating compliance or identifying improvement actions. This approach, and the tools used, should be reviewed to ensure they keep people safe.

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. The atmosphere was calm and homely. The service continued to facilitate essential visits and were preparing to reopen visiting for relatives in line with guidance..

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.

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

Morar Lodge Nursing Home is a care home registered to provide a service to 33 older people with a range of support needs, including physical frailty and dementia. The service is operated by Morar Lodge Nursing Home Limited.

We carried out an unannounced inspection of the service on 17 and 18 November, the findings of which were outlined in our report laid before Parliament on 9 December.

We completed a further inspection on 4 March to follow up on the areas for improvement in relation to infection prevention and control, quality assurance, staff training, the use and recording of 'as required' medication and the quality of information within support plans.

Progress had been made in each of these areas. However, we identified further improvements that were needed to promote better outcomes for residents. Quality assurance systems needed to be more robust to be able to drive improvements. This included improved assessment, monitoring and management of aspects of care and infection prevention and control management.

Staff knew residents well and were available in numbers sufficient to meet their needs. Interactions that we saw were warm, kind and respectful. The home was clean and generally free of clutter.

We shared our findings with Argyll and Bute health and social care partnership.

We will undertake a further visit to monitor progress.

## **Evaluations**

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

### **Craigard House, Ballater**

Craigard House care home is registered to provide care to 24 older people. The provider is Craigard Care Ltd.

We carried out an unannounced inspection of the care home on 04 March.

People were supported to maintain contact with friends and family using technology. They were able to move freely around the home and use the outdoor space, while maintaining social distancing.

Care plans contained COVID-19 information, with updates, and were person centred. The service had developed close links with external healthcare professionals, who visited regularly. Staff were quick to notice any changes in people's health and follow these up with their medical professional.

The environment of the home and equipment was not clean. Several areas in the home needed upgrading to enable effective cleaning for infection prevention and control. Communal areas had been decluttered, but personal bedrooms were cluttered and not clean. We observed infection prevention and control practice that did not comply with current guidance.

PPE stations were in place throughout the home and staff were using PPE appropriately.

Although staff had received training in COVID-19 and infection prevention and control, it was clear there were gaps in their knowledge and understanding.

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

We informed Aberdeenshire Health and Social Care Partnership of our findings. 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 - Adequate

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements - Adequate,

## **Burnbrae, Falkirk**

Burnbrae care home is registered to provide care to 28 older people. The provider is Falkirk Council.

We carried out an inspection of the service on 24 August with NHS Forth Valley, the findings of which were outlined in the report laid before Parliament on 2 September. We completed a further visit to the home, with NHS Forth Valley, on 8 October. Our findings were detailed in the report laid before Parliament on 28 October.

We carried out a follow-up inspection on 4 March. We found a robust cleaning schedule was in place and care equipment was clean and fit for purpose.

We identified concerns about the care people were receiving. This related to the assessment and management of risks, staffing levels and the deployment of staff.

Staff had not received the training they needed to meet people's needs, and quality assurance systems required further improvement to ensure people experienced good outcomes.

We informed Clackmannanshire and Stirling 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.

## **Royston Court, Edinburgh**

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

We carried out an inspection of the service on 28 July, the findings of which were outlined in the report laid before Parliament on 5 August. This was followed up by a further inspection on 27 August, the findings of which were reported to Parliament on 16 September. A further follow up inspection took place on 8 December and the findings of this was outlined in the report laid before Parliament on 23 December.

We carried out a further inspection on 5 March to follow up on the improvements that were required.

At the previous inspections we were concerned that personal plans were not reflecting people's needs. There were gaps in staff training and quality assurance systems required attention. We had concerns over PPE compliance and the location of PPE stations and clinical waste facilities. When we visited on 5 March, there were improvements in these areas.

Personal plans were up to date, regularly reviewed and were reflective of people's current needs. Training concerning adult support and protection and capacity and consent had been implemented. Quality assurance systems were in place which were comprehensive and helped the service identify areas where improvements could be made. Staff spoke with confidence and knowledge about their roles in enhancing the lives of people experiencing care.

Staff were fully compliant in the use of PPE. Additional PPE stations had been created to improve infection prevention and control measures. Areas in the home were identified where clinical waste bins could be placed to improve this further.

Plans were well advanced to support relatives visiting the care home in line with guidance from Public Health Scotland. Visits were due to commence on 10 March.

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

We reviewed the evaluation for this care home based on our findings at this inspection. The updated evaluation is 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

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

Quality indicator (QI) evaluation:

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 well lead – Adequate

QI 2.4 Staff are lead well - Adequate

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

Quality indicator (QI) evaluation:

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

## **Strathburn (Care Home), Gairloch**

Strathburn (Care Home) is registered to provide a care service to a maximum of 40 older people. The provider is NHS Highland. Strathburn is located over two sites, Gairloch and Portree.

We carried out an unannounced inspection of the Portree location on 23 December and 6 and 7 January. We continued the inspection on 15 January and the findings were outlined in the report laid before Parliament on 4 February. We completed a

further visit to the home on 9 March to follow up on the improvements that were required.

At the previous inspection we identified concerns about the cleanliness and maintenance of the environment and poor food hygiene practices, resulting in increased potential for infection. There were weaknesses in quality assurance, staffing contingency, staff training and management oversight of adult support and protection.

When we visited on 9 March, recent audits of the general environment and kitchen highlighted concerns about the up keep of the building, fixtures and fittings and general cleanliness. There was some evidence of improvement to the general environment. New furniture, mattresses and equipment for the kitchen had been ordered.

Action had been taken to improve infection prevention and control and the cleanliness of the kitchen, although concerns remained about the kitchen leadership.

We found improvements in staffing and there were adequate numbers of staff to meet peoples' needs. Numbers of domestic staff on the rota had improved and four new domestic staff had been appointed. Ongoing recruitment for nurses remained difficult and a longer-term staffing plan would ensure the sustainability of the service.

PPE stations were well stocked, and staff were using PPE correctly. Clinical waste was being disposed of appropriately and new bins had been purchased and were being used correctly.

Staff training was underway although the planning, management and monitoring of training requires some improvement.

The provider has appointed a new manager and deputy manager. Weekly progress meetings were taking place. Weaknesses in quality assurance remain with a lack of clarity around lines of responsibility.

We informed NHS Highland 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.

## **Carnbroe Care Centre, Coatbridge**

Carnbroe care centre is a care home registered to provide care to 74 older people. The provider is Alpha Care Management Services Limited.

On 28 and 29 January, we carried out an inspection with a representative from NHS Lanarkshire. We issued a letter of serious concern related to the use of PPE, management of laundry and standards of cleanliness throughout the home including care equipment. We continued our inspection on 5 February and found acceptable improvements to meet the requirements in the letter of serious concern. However, we made further requirements in relation to staff training in key practice areas and staffing numbers. We outlined our findings in our report laid before Parliament on 17 February.

We carried out a follow-up inspection on 9 March. We found the home's management had made improvements and met the requirements.

Enhanced cleaning schedules were now in place with cleaning completed to a high standard. There was evidence that cleanliness and infection prevention and control measures were now supported and maintained by effective management and quality assurance processes.

A dependency tool was introduced to help capture changes in people's needs and ensure staff were deployed where they were needed most. This had resulted in group and individual activities taking place.

All staff had completed appropriate training in infection prevention and control and were observed following the guidance for the correct use of PPE.

The home continued to support window visits in line with advice from public health.

The home has a plan in place to support indoor visits when advised they can do so.

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

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Mossview @ The Opera, Lochgelly**

Mossview @The Opera is a care home registered to provide care to 42 older people. The provider is Care Concern Fife Ltd.

We carried out an unannounced inspection of the home on 9 March with Healthcare Improvement Scotland.

People were being supported by the staff to maintain contact with family using technology. Essential and window visits were taking place and plans were in place to begin indoor visiting. People were supported to remain active and take part in one-to-one activities.

Care staff were familiar with people's choices and preferences and care plans were person-centred and had sufficient detail to enable staff to meet people's needs. The home had put in place appropriate measures to maintain social distancing.

The home was clean and tidy and good cleaning routines were in place. More attention was needed to improve laundry management. 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.

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

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

## **Parkhouse Manor Care Home, Glasgow**

Parkhouse Manor care home is registered to provide care to 48 older people. The provider is Laurem Care Group Limited.

We carried out an unannounced visit to the care home on 9 March in response to a complaint. We will report on the outcome of the complaint in line with our complaint

processes. During this inspection, we inspected the service in relation to infection prevention and control practice.

We identified concerns relating to the cleanliness of the environment, furnishings and reusable equipment used by residents. Staff adhered to social distancing guidance and correct hand hygiene practice. PPE supplies were sufficient, and staff had received training about COVID-19 and infection prevention and control. PPE was stored appropriately and was available at point of use. Staff understood current guidance on infection prevention and control practices.

We informed Glasgow 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) evaluation:

QI 7.2 Infection prevention and control practices – Adequate

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

Forth View Care Centre is a care home registered to provide care to 35 older people and 10 adults with physical and sensory impairment. The provider is Balhousie Care Ltd.

Following an unannounced visit on 21 December to investigate two complaints which were upheld, we issued a letter of serious concern. We made further visits on 6 and 12 January and reported on our findings in the report laid before Parliament on 21 January.

We issued an improvement notice to the service on 15 January due to the lack of progress in addressing key areas: staff availability to assist people with personal care, peoples' nutrition and hydration needs and the overall governance and management of the service.

We completed a further visit to the home on 9 March to follow up on the improvements that were required.

When we visited on 9 March, we found that sufficient improvements had been made in relation to staffing levels, and as a result people's experiences had improved. Further progress was required to sustain and continue improvement for people who live in the service and to ensure staff were provided with the correct training and support on a day-to-day basis to carry out their roles.

Visiting was taking place in line with local health public health guidance.

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.

### **Larkfield View Care Centre, Greenock**

Larkfield View care centre is a care home that provides care for up to 90 people in Greenock, Inverclyde. The provider is Holmes Care Group Scotland Ltd.

We completed an unannounced inspection of the service on 9 March with colleagues from Healthcare Improvement Scotland.

People were supported to keep in regular contact with relatives throughout the pandemic. This was achieved through telephone calls, digital resources, and visiting. The service had completed the necessary risk assessments to reintroduce indoor visiting, which benefited people's health and wellbeing.

There were sufficient staffing arrangements, and the workforce was stable and experienced. This meant staff had good understanding of people's needs and choices. We observed strong rapport between staff and residents, and a diverse activity planner had promoted people's physical and emotional health.

The care home was clean, tidy, and free of clutter. Good standards of cleanliness were observed in both communal spaces and personal bedrooms including mattresses and ensuite facilities. Staff understood guidance around infection prevention and control, and they demonstrated the correct use of PPE.

We asked the service to review the location of PPE stations to further promote accessibility for staff. Management was responsive to all recommendations.

We saw recent audits relating to the environment and people's health and social needs, which had further improved standards.

We informed Inverclyde health and social care partnership about 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

## Lomond View, Cupar

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

We carried out an inspection of the service on 10 September, the findings of which were outlined in the report laid before Parliament on 30 September. A follow-up inspection was completed on 5 October and the findings were outlined in the report to Parliament on 14 October. We made a further visit to the home on 13 January and the findings of this were outlined in the report to Parliament on 20 January.

We made a further visit to the home on 10 March.

People were supported to maintain contact with family and friends using technology and indoor visits were scheduled to commence.

We were satisfied that sufficient progress was made to ensure medication administration and recording was accurate. The quality of support plans was not sufficient, and assessments were not always completed which meant people's needs were not always clearly identified or effectively planned, particularly, in relation to anticipatory care planning and the support people need to manage stress or distress reactions.

PPE supplies were good and available for staff throughout the home. However, some staff did not follow best practice by wearing their PPE during break times when they left the building. We identified concerns relating to the general cleanliness of the environment and management of clinical waste. There were no clinical waste bins available in toilets and bathrooms, the external clinical waste bin was unlocked and there was clinical waste discarded in the car park.

We informed Fife 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 the findings at this inspection. The updated evaluations are set out below.

### **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

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