

Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

31 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 17 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.

Glenfairn House Nursing Home, Ayr

Glenfairn House Nursing Home is a care home registered to provide care to 65 older people. The provider is Glenfairn Limited, part of Sanctuary Care Limited.

We carried out an unannounced inspection of the care home on 4 March with Healthcare Improvement Scotland. Following this, we issued a letter of serious concern detailing the immediate actions the service was required to take in relation to infection prevention and control.

Our concerns related to the use and availability of PPE, management of laundry and standards of cleanliness throughout the home, including care equipment. We continued our inspection of the home on 10 and 11 March to follow up on the letter of serious concern.

We found there had been progress made by the service. Laundry arrangements had been reviewed. Additional PPE stations and clinical waste bins were in place. The general environment was cleaner, but the cleanliness of care equipment was an area of concern.

Staffing arrangements needed to be reviewed to ensure the needs of the people receiving care were being met.

People were supported by staff to maintain contact with family and friends. Feedback from families was positive and reflected that they felt informed and involved in their relatives' care. Window and garden visits were happening, and indoor visiting had just started.

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

We will undertake a further visit to monitor improvement.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Adequate

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements - Adequate

Auchtercrag Care Home, Ellon

Auchtercrag care home is registered to provide care to 71 older people. The provider is Daviot Care Limited, part of the Meallmore Group.

We carried out an unannounced inspection on 8 March with Healthcare Improvement Scotland. Following this we issued a letter of serious concern, detailing the

immediate actions the service was required to take in relation to the safe management of clinical waste. We completed our inspection, using virtual technology, on 11 March.

On 11 March we found improvements in relation to the management of clinical waste as required. There was sufficient PPE and it was stored in a way that prevented cross-contamination.

Staffing arrangements were not sufficient to maintain the level of cleanliness required. General cleanliness of the home was poor. Disinfection of some care equipment was compromised because of the age and condition of some items and the management of linen was not in line with current guidance.

We had concerns about staffing levels to meet people's needs. We were concerned about fluids and nutrition and the support on hand for people with this.

Support for people to remain in contact with those who were important to them was variable. Only essential visiting was taking place, in line with public health advice.

Staff training was up to date, however systems for effective monitoring of practice were inefficient.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

Bellfield Centre, Stirling

Bellfield Centre is a care home registered to provide a care service to 68 older people. The provider is Stirling council.

We carried out an unannounced inspection on 8 and 11 March with Healthcare Improvement Scotland.

People were well cared for. They had regular access to support from external health services and this benefitted their health and wellbeing. Services worked well together for people.

The care home was clean and suitable cleaning schedules were in place. Infection prevention and control was managed well. PPE supplies were sufficient and easily available. Staff used PPE appropriately.

Staff who support people understood their care needs, we saw warm and caring interactions. Relatives spoke positively about the care their family members received. People were able to keep in regular contact with their relatives using technology. Essential visits were in place and a plan to re-establish family visits was due to start on 15 March.

Staffing levels were good and staff were responsive to people's changing care and wellbeing needs.

Some areas of care planning and quality assurance can be improved. Personal plans did not always fully reflect people's health and wellbeing needs and preferences.

We informed Clackmannanshire and Stirling 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) evaluation:

QI 1.3 Peoples health benefits from their care and support – Good

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

Quality indicator (QI) evaluation:

QI 3.2 Staff have the right knowledge, competence and development to care for and support people – Good

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Very Good

QI 7.3 Staffing arrangements – Good

Bon Accord Care – Rosewell House, Aberdeen

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

We carried out an initial inspection of the service between 21 and 25 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 8 March to follow up on the improvements that were required.

At the visit on 8 March, the home had progressed improvements in infection prevention and control practice and policy. The home was uncluttered, clean and dust free. Training had taken place and recent audits had identified actions and resolution. There were some small areas of practice which were not in line with current guidance that require further improvement.

There was also an improvement in the accuracy of care plans. Information about health and wellbeing supported clear assessment. This could be further improved by ensuring systems support a collaborative and consistent approach to meet individual's wellbeing and health needs.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Wilby House, Kirkcaldy

Wilby House care home is registered to provide care to 46 older people. The provider is Marchmont Residential Homes, a partnership.

We carried out an unannounced inspection of the care home on 10 March with Healthcare Improvement Scotland.

People were supported 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 by a consistent care team who knew their preferences well. Staffing was sufficient to ensure people's needs were met and people were supported to take part in one-to-one activities and remain active.

PPE supplies were available for staff throughout the home. The home had put in place appropriate measures to maintain social distancing.

Cleaning routines did not ensure effective cleaning and areas of the home needed refurbishment and redecoration. Staff training in infection prevention and control needed to be improved. Care plans needed to include more detail regarding infection prevention and control measures in relation to delivering individual care and support.

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 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

Grandview Nursing Home, Grantown-on-Spey

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

We carried out an initial inspection of the service on 28 October 2020 with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before Parliament on 11 November. We completed a further unannounced inspection on 14 December to monitor improvement. The findings were outlined in our report to Parliament on 23 December.

We completed an unannounced visit to the home on 11 March 2021 to follow up on the outstanding improvements that were required in relation to care plans.

Whilst people's care plans had been updated, their personal preferences and wishes were not consistently considered. Additional work was still required to ensure the plan of care accurately reflected people's health and care needs.

We will undertake a further visit to monitor progress.

We informed NHS Highland of our findings.

Evaluations

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

Thorntoun Estate Nursing Home, Kilmarnock

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

We carried out an initial unannounced inspection of the service on 21 January the findings of which were outlined in the report laid before Parliament on 3 February. On 11 and 12 March, we completed an inspection using virtual technology to follow up on the improvements that were required.

There was improvement in infection prevention and control practice. PPE stations were appropriately placed and a robust programme of cleaning audits was in place to assess the effectiveness of infection prevention and control measures.

Staff had been provided with training and supervision to improve their knowledge and understanding of the infection prevention and control practice and procedures. Practice was being re-evaluated through the home's quality assurance processes.

Arrangements were in place to commence indoor visiting and opportunities for meaningful contact between people was planned, in line with national guidance.

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

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. The provider is H&H Care Homes Limited.

We carried out an unannounced inspection of the service on 2 February with Healthcare Improvement Scotland. We issued a letter of serious concern to the provider on 3 February that detailed immediate actions the home must take in relation to infection prevention and control practice and policy.

We visited the service on 5 and 9 February to follow up on the letter of serious concern. The standard of cleanliness, the safe management of linen and waste, use and disposal of PPE was improved. The findings from this inspection were outlined in a report laid before Parliament on 17 February.

We completed an unannounced inspection of the home on 11 March to follow up on the outstanding improvement required. The home was clean, tidy, and well maintained. Clinical waste bins were in place. PPE supplies were good and available throughout the service. Staff had received training and were knowledgeable about COVID-19 and infection prevention control.

We observed indoor visiting, in line with new guidance. Visits took place in residents own rooms and maintained privacy and dignity. Staff were positive about the relaxation of visiting for people.

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

Peebles Nursing Home, Peebles

Peebles Nursing Home is a care home registered to provide care for up to 31 older people. The provider is Mansfield Care Ltd.

We carried out an unannounced inspection on 10 August 2020 and completed a follow-up inspection between 17 September and 5 October. The findings of these are outlined in our reports laid before Parliament on 19 August and 14 October.

We completed an unannounced inspection on the 11 March 2021.

We found improvements to both staffing and medication. We saw kind and respectful care delivered to people. Staff were available in sufficient numbers to provide the support people needed and work is progressing to ensure staffing levels are maintained.

The administration of medication had been improved and work was ongoing to ensure that all residents had up to date medication reviews.

Visiting had started in line with government guidelines.

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

We will continue to monitor and support the service to sustain the improvements made.

Evaluations

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

South Beach House, Ardrossan

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

We carried out an initial unannounced inspection of the service on 27 January, the findings of which were outlined in the report laid before parliament on 17 February. We completed a further unannounced visit to the home on 12 March to follow up on the improvements that were required.

The premises and equipment were clean and there were improvements in staff practices in relation to use of PPE and hand hygiene. Additional communal space was used to provide a more homely and personal setting. The improved use of communal rooms also meant people were supported more easily to maintain social distancing.

We found people were supported by a consistent care team who knew people's preferences well. Staffing arrangements had been reviewed and the deployment of staff had been improved to make sure people experienced safe care. The dining experience was more positive, and people benefited from more individual care experiences.

Indoor visiting had started and opportunities for meaningful contact between people was planned, in keeping with national guidance.

We informed North Ayrshire 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 – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Eildon House, Edinburgh

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

We carried out an initial inspection of this service on 14 March and issued a letter of serious concern to the provider regarding staffing numbers which were insufficient to keep people safe and meet their health and care needs.

We continued our inspection on 19 March. We found overnight staff numbers had increased, and domestic and laundry staff were allocated every day. As a result, people's experiences had improved. We were, however, concerned about the service's ability to support sustained change.

Whilst the home was visibly cleaner, there remained infection prevention and control concerns regarding the consistent management of clinical waste, transportation of linen and the cleanliness of reusable equipment. Staff did not have consistent access to PPE or clinical waste bins. The laundry was in a poor state of repair.

We found that plans of care for people were not person centred or outcome focussed and did not accurately reflect people's health and care needs. There was insufficient detail to direct staff to meet people's health and care needs.

Staff had not consistently received the training they needed to meet people's health and care needs.

Edinburgh City 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

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

Ruthrieston House, Aberdeen

Ruthrieston House care home is registered to provide care to 40 older people. The provider is Aberdeen Association of Social Service, a company limited by guarantee, trading as VSA.

We carried out an initial inspection of the service on 25 November 2020, the findings of which were outlined in the report laid before parliament on 9 December. We completed a further inspection on 15 March 2021 to follow up on the improvements that were required.

There were improvements in infection prevention and control practices. The provider had carried out additional work to further improve upon the general environment. A programme of intensive decluttering, cleaning and redecoration had been completed throughout the home to support effective cleaning and decontamination.

Safe systems for the management of laundry and waste were in place and staff demonstrated good knowledge of these systems.

Robust systems were in place to track and ensure staff competency in relation to infection prevention and control and PPE. An auditing system was implemented to support the sustainability of good 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 of 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

Fairview Nursing Home, Bannockburn

Fairview Nursing Home is a care home registered to provide care to up to 60 older people. The provider HC-One Limited.

We carried out an unannounced inspection of the service on 18 August 2020, the findings of which were outlined in the report laid before Parliament on 2 September. We completed a further inspection on the 19 November and outlined our findings in the report laid before Parliament on 9 December.

We carried out an inspection, using virtual technology, on 15 March 2021 to follow up on improvements required and to evaluate progress made.

We found that the management of the home had responded positively to the required improvements and progress was evident. Medication administration and recording had improved following robust auditing and ongoing managerial oversight. All staff had completed specific training around COVID-19 and infection prevention and control and refresher courses were in place. Enhanced cleaning schedules were being completed to a high standard with on-going managerial oversight of this. Progress was slower in improving the maintenance of the environment - this was ongoing.

As the home was COVID-19 free, people were able to spend time in communal areas and take meals together in small groups.

Visiting was due to resume the week of the inspection in line with the recommendations made in the 'Open with Care' visiting guidance. A protocol had been put in place to promote visiting in a safe and equitable way for all residents.

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

We reviewed the evaluation of QI 7.1 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?' – 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

Lower Johnshill, Lanark

Lower Johnshill is a care home registered to provide care to 78 older people. The provider is MHA Auchlochan.

We carried out an unannounced inspection of the care home on 16 and 17 March with Healthcare Improvement Scotland.

We found staff supported people with kindness and respect. Measures were in place to maintain social distancing. People were supported to maintain contact with family, including essential visits where appropriate.

PPE supplies were available for staff throughout the home. Staff had received training about COVID-19 and infection prevention and control, however, knowledge and practice was inconsistent. We identified concerns relating to the cleanliness of the environment and equipment being used and staff use of PPE.

We informed South Lanarkshire 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

Burnfoot Care Home, Patna

Burnfoot care home is registered to provide care to 48 adults. The provider is West Coast Care Limited.

We carried out an unannounced inspection on 9 February with Healthcare Improvement Scotland, the findings of which were laid before Parliament on 17

February. We completed a further unannounced inspection with Healthcare Improvement Scotland on 16 March to follow up on the improvements required.

We observed kind and caring interactions between staff and people experiencing care and sufficient staffing levels were in place to meet people's needs. Indoor visiting had commenced and the service was supporting meaningful contact in the home by following "Open with Care" visiting guidance.

We found improved infection prevention and control procedures in place to protect people's health and wellbeing. PPE was available at convenient locations and staff were observed to use this correctly.

Enhanced cleaning schedules were in place, staff had good access to cleaning materials and the correct cleaning solutions were used. A redesign of the laundry room had enabled the laundry to be better managed. A new waste management system was in place to ensure safe disposal of waste both inside and outside of the home.

All staff had completed refresher training in infection prevention and control and practice was being observed. Quality assurance processes were in place and identified areas for improvement were addressed.

We informed East Ayrshire 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

Arcadia Gardens, Glasgow

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

We carried out an inspection of the service on 26 January, the findings of which were outlined in the report laid before Parliament on 3 February. We completed a further inspection on 16 March to follow up on the improvements required.

We found improvements in relation to the management of stress and distress. Support plans contained better information about how to support people appropriately. The use of medication to support stress and distress was being recorded and evaluated to make sure it was appropriate. Some aspects of personal planning had improved and there were sufficient staff to ensure responsive care for people.

Work to refurbish the garden was not progressed and aspects of the internal environment would benefit from refurbishment.

Bedroom and communal areas of the home were clean and free of clutter. We reminded the manager that best practice on prevention infection and control should be adhered to for visitors to the service.

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

Evaluations

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

North Inch House, Perth

North Inch House is a care home registered to provide care to up to 78 older people. The provider is Balhousie Care Limited.

We carried out an unannounced inspection of the service on 16 March with Healthcare Improvement Scotland.

The home was closed to all but essential visitors in line with advice from the local public health department. Arrangements were in place to update families about their relative's care.

Appropriate staffing levels were in place and we observed kind and compassionate interactions between staff and people experiencing care. People were supported to take part in a variety of recreational activities.

The home was tidy and well maintained but there were areas where practice needed to improve. Some equipment and furnishings were not cleaned to an appropriate standard. There was evidence of investment in the environment although the ceiling in the laundry area required maintenance.

All staff received COVID-19 training relevant to their role. There were isolated incidents of inappropriate use of PPE and a lack of social distancing among staff.

We had some concern about the quality of medication records and improvements were required.

Care planning captured people's clinical needs during the pandemic. Managers should continue to develop systems to ensure a focus on person-centred planning.

We informed Perth and Kinross 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 control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Fairknowe, Maybole

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

We carried out an initial inspection on 3 February with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before Parliament on 17 February.

We completed a further inspection of the home on the 17 March to follow up on the improvements required in relation to infection prevention and control.

We found good progress had been made on the areas of improvement required. There were plenty of PPE stations and clinical waste bins throughout the home. Cleaning schedules were in place and the environment and care equipment were clean. New cleaning products were being used and were in line with current guidance. The laundry system had been reviewed and improved.

The home had reopened to indoor visiting. This was being facilitated in line with the recently published 'Open with Care' visiting guidance.

We informed South Ayrshire 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

Blackfaulds House Nursing Home Ltd, Falkirk

Blackfaulds House Nursing Home is a care home registered to provide care to 25 older people. The provider is Blackfaulds House Nursing Home Ltd.

We carried out an unannounced inspection of the care home on 17 March with an inspector from Healthcare Improvement Scotland.

We observed kind, dignified and compassionate interactions between staff and people experiencing care. Activities were organised daily, both in groups and for people individually. Arrangements were in place to keep families updated about their relatives changing health needs. People were supported to maintain contact with family and friends using technology and visiting facilitated in line with guidance.

The home was clean and free from clutter. Furniture arrangements promoted social distancing. Staff supported people that were unable to understand how to socially distance.

PPE supplies were good, easily available and used appropriately. There were enhanced cleaning schedules in place. All staff had received the most up to date training in infection prevention and control.

Staffing levels were sufficient to meet people's health and wellbeing needs. The staff team worked well together and were supportive of each other.

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

Evaluations

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

Quality indicator (QI) evaluations:

7.1 People's health and wellbeing – Good

7.2 Infection prevention and control practices – Good

7.3 Staffing arrangements – Good

Banff Care Home, Banff

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

We carried out an initial inspection of the service on 22 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 18 March to follow up on the outstanding requirements and areas for improvement.

There was significant progress in relation to meeting people's health and wellbeing needs. The service had developed a comprehensive falls management system, which followed best practice guidance. This reduced the likelihood of people falling and sustaining injuries and helped them stay active and well.

The service had reviewed the numbers of staff on each shift and where necessary employed additional staff, to support people to engage in meaningful activities and to facilitate indoor visits from relatives and loved ones. This had significantly improved people's sense of wellbeing.

Staff training needs had been identified and training provided in key areas such as infection prevention and control, falls, dementia care and the management of stress and distress.

Although considerable progress was evidenced during this inspection, it is important the service continues to develop their newly formed systems so that people benefit from a culture of continuous improvement.

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?' – Adequate

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Wyvis House Care Home, Dingwall

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

We carried out an initial inspection on 8 and 9 December 2020, the findings of which were outlined in the report laid before Parliament on 23 December. We carried out a further inspection of the service on 8 January 2021. We found significant improvement in infection control practices, training and staff competence and outlined these findings in the report laid before Parliament on 20 January.

We inspected the service again on 17 March. We found improvement in care planning practice. Care plans identified people's needs and how staff should meet them, and plans were reviewed and updated. External health professionals were involved to ensure appropriate access to treatment and care for people. The service had developed a quality assurance system to improve the management of people's care and staff practice. Further improvement was necessary to ensure people are involved in evaluating the quality of their care.

The service had developed an improvement plan identifying how they would ensure people were living in pleasant and well-maintained premises. People, their relatives and staff should be encouraged to contribute to the self-evaluation of the service.

We saw that positive steps had been taken to welcome indoor visitors which was clearly enhancing people's quality of life.

We informed NHS Highland of our findings.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Thorney Croft, Stranraer

Thorney Croft care home is registered to provide care to 60 older people. The provider is Community Integrated Care.

We carried out an initial inspection of the care home on 16 and 17 February with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before Parliament on 3 March.

We completed a further unannounced visit to the home on 17 March to follow up on the improvements that were required. Further information was submitted electronically and the inspection was completed on 23 March.

Indoor visiting had started in keeping with new national guidance.

The premises, most furnishings and equipment were clean and an order for new chairs was confirmed during the inspection. Systems and processes for cleaning had improved. PPE was available at convenient locations and staff were observed to use this correctly. Hand hygiene posters were displayed, and alcohol hand rub was available.

Records showed all appropriate staff had carried out infection prevention and control training. Overall, compliance with required infection prevention and control measures had improved but aspects of cleaning in relation to equipment and furnishings still needed to be more closely checked and monitored.

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

Woodlands Nursing Home, Livingston

Woodlands Nursing Home is a care home registered to provide care to a maximum of 81 older people and one named adult under 65. The service provider is Peacock Medicare Ltd.

We carried out an inspection of the care home on 17 March.

People were supported by staff who knew them well and who were guided using information in person centred support plans. Care and support were responsive to people's needs.

Staff had training and were knowledgeable about COVID-19 and infection prevention and control. There were sufficient supplies of PPE and this was used appropriately. The home was clean and tidy and appropriate cleaning regimes were in place.

Social distancing was promoted by staff who supported people in a respectful and kind manner. Staff were responsive to people and their families, who were kept up to date with what was happening in the home.

People were being supported to maintain contact with those important to them. Visiting was in line with guidance and letters had been sent to make visitors welcome and aware of what they could expect when visiting indoors.

Staff felt well supported and valued for their work and feedback from relatives about staff was positive.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing –Good

QI 7.2 Infection prevention and control practices - Good

QI 7.3 Staffing arrangements – Very Good

Millburn Homes, Cambuslang

Millburn Homes is a care home registered to provide care for 20 adults. The provider is Parkcare Homes (No.2) Limited.

We carried out an unannounced inspection of the home with Healthcare Improvement Scotland on 18 February, the findings of which were laid before Parliament on 3 March. We issued a letter of serious concern which detailed immediate action the home must take in relation to the cleanliness of the environment, furnishings and shared equipment used to support people.

We completed a further visit on 22 February with Healthcare Improvement Scotland and found significant improvements in relation to cleanliness and infection prevention and control practice. We identified the need to establish management oversight of quality assurance systems to sustain safe infection prevention and control practice.

We carried out a further visit to monitor progress on 17 March. The service was clean and enhanced cleaning was in line with current guidance. Staff were knowledgeable and aware of the correct frequency and use of cleaning products. Schedules and monitoring of the environment was in place to allow more effective cleaning. Further improvements to the quality assurance systems are still needed to improve management oversight of the service.

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

We will undertake a further visit to check that progress continues.

Evaluations

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

Roselea House, Cowdenbeath

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

We completed an inspection of the home on 5 December 2020, the findings of which were outlined in the report laid before Parliament on 23 December.

We completed a further visit to the home on 18 March to follow up on the improvements required regarding the administration of medication. We found

effective action had been taken. People were receiving their medication appropriately and systems had been developed to sustain improvements.

There was a good level of staff on duty to meet people's needs. People were supported by a staff team who were familiar with their preferences and choices, and who treated them with dignity and respect. Essential and window visits were established, and preparations were in place to recommence indoor visiting, following government guidance.

We found the home and care equipment were clean, tidy, and well maintained. PPE supplies were good and available for staff throughout the home.

Anticipatory care plans had been introduced so that people's wishes were clearly recorded to guide staff.

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

Evaluations

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

Clashfarquhar House, Stonehaven

Clashfarquhar House is a care home registered to provide care to 21 older people. The provider is Church of Scotland, trading as Crossreach.

We carried out an initial inspection of the service on 18 and 19 February, the findings of which were outlined in the report laid before Parliament on 3 March. We completed a further inspection on 19 March to follow up on the improvements required.

The provider had made improvements across the service provision meeting most of the requirements within the timeframe specified. We identified a number of health and safety concerns for which we have requested a health and safety assessment to be carried out.

A programme of intensive decluttering and cleaning had been completed throughout the communal areas of the building to support effective cleaning and decontamination. Improvements required within the environment were being managed as part of a risk-based action plan.

Cleaning schedules and auditing systems were in place. However, we found that sometimes cleaning had not been completed as per the schedule or that areas in need of attention, highlighted by audit, were not followed up.

Management of clinical waste was improved by the purchase of appropriate bins and waste was being disposed of in the correct streams.

A review of staffing requirements had taken place resulting in commencement of the process for recruitment of additional domestic and care staff.

Systems were in place to track staff competency in relation to infection prevention and control and PPE. The provider had introduced an auditing system across the establishment, to support and sustain good practice. Further improvement is required around some of these systems.

People reported as being happy with their care and support and we observed that they were engaged in meaningful activities.

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

We will carry out a further visit to review and assess improvements.

Evaluations

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

Bon Accord Care – Balnagask House, Aberdeen

Bon Accord Care - Balnagask House is a care home registered to provide care to 30 older people. The provider is Bon Accord Care.

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

People were being supported by the staff to maintain contact with family using technology. The home was organising a system to start indoor visiting as soon as possible in line with current guidance.

The home had appropriate measures in place to maintain social distancing and this limited the number of residents using communal areas. More effort was needed from staff to engage people in meaningful activities inside and out of their rooms. Care plans were basic and did not promote personalised approaches. People's preferences and individual needs were not clearly identified or effectively planned for.

The home was uncluttered and enhanced cleaning schedules were in place. 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. However, we found several instances of poor infection prevention and control practices which increased the risk of cross infection.

There were sufficient staff to provide for people's basic care needs however, the number was below the home's own recommended staffing levels required to fully meet people's needs. This inhibited the ability to cohort staff on individual floors and to provide a high level of personalised care.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Abbotsford House, Glasgow

Abbotsford House is registered to provide care to a maximum of 34 older people. The provider is Morrison Community Care Limited.

We carried out an inspection of the service on 11 and 12 February where we identified areas for improvement. This was outlined in the report laid before Parliament on 3 March.

We inspected the service again on 22 March to ensure the identified areas for improvement had been implemented.

We found that the provider had implemented quality assurance processes that helped to drive improvement. Staff at all levels were kept well informed about the improvement work and felt involved and confident about their own role within it.

The number and placement of clinical waste bins, PPE stations and dispensers for alcohol-based hand rub had been improved which led to safer infection prevention and control practice.

We found that a particular strength of the service was the way in which observations of practice had been used in a targeted way to evaluate important processes in relation to infection prevention and control. Examples included the delivery of clean laundry to people's rooms or the receiving of deliveries. This demonstrated a high degree of understanding and motivation and led to improvements that increased the safety of residents and staff.

The service had well organised processes in place that enabled residents to receive safe indoor visits.

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 – Very Good

QI 7.3 Staffing arrangements – Good

Ashton Grange, Glasgow

Ashton Grange is a care home registered to provide care to a maximum of 26 older people. The provider is Keane Premier Health Care Glasgow Limited.

We carried out an initial unannounced inspection between 17 and 19 February with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before Parliament on 3 March.

We visited again on 23 March to carry out an unannounced inspection, with Healthcare Improvement Scotland, to follow up on the improvement required in relation to infection prevention and control.

There were improvements in the cleanliness of the environment and equipment in use as well as staff knowledge and understanding. Quality assurance systems had also been revised and demonstrated frequent and effective monitoring of the environment and staff practice. The requirement identified at the last inspection had been met.

However, we identified new concerns relating to how people, newly admitted to the service, were being supported to follow current self-isolation, infection prevention and control guidance. Effective measures needed to be put into place which minimised the risk to people living and working in the service.

We informed Glasgow 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

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

Greyfriars Care Centre, Glasgow

Greyfriars Care Centre is a care home registered to provide a care service to a maximum of 26 older people. The provider is Keane Premier Health Care Glasgow Limited.

We carried out an initial unannounced inspection on 11 February, the findings of which were outlined in the report laid before Parliament on 3 March.

We visited again on 24 March to carry out an unannounced inspection. There were improvements in the cleanliness of the environment and equipment in use as well as staff knowledge and understanding. There is an on-going programme of redecoration and refurbishment.

Quality assurance systems had also been revised and demonstrated frequent and effective monitoring of the environment and staff practice. The requirement identified at the last inspection had been met.

Staff handovers were in place for domestic and care staff. These helped staff understand and promote good infection prevention and control practice. Staff observations and supervision had also positively influenced staff practice. The area for improvement made at the last inspection had been met.

We shared our findings with Glasgow City health and social care partnership.

Evaluations

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

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