



# Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 26 May 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 12 May 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.

## Cowdray Club, Aberdeen

Cowdray Club is a care home that is registered to provide care to a maximum of 35 older adults. The provider is Renaissance Care (No1) Limited.

We carried out an unannounced inspection of the service on the 30 April and 6 May. We also followed up on the improvements that were necessary following a complaint investigation.

We observed kind and compassionate interactions between staff and people experiencing care. Arrangements were in place to keep families updated about their relatives' changing care and health needs. The home had reopened to indoor visiting. This was in line with Scottish Government Open with Care visiting guidance.

The experiences of how people spent their time in a meaningful way varied. Some people who remained in their bedrooms went long periods without engagement or activity.

Following our complaint investigation, we required improvements to be made to the care and management of skin integrity, hydration, catheter care and accidents and incidents. We found some progress had been made, however the standards of best practice had not been reached and some risks to people's health, safety and wellbeing remained. We informed the health and social care partnership of our findings and the lead nurse and other health professionals were supporting the home.

Improvements need to be made to the overall governance and clinical overview of the service.

Cleaning schedules were in place to ensure that bedrooms and lounges remained clean. However, shared equipment was found to be dirty with no clear schedule of cleaning in place. There were inconsistencies with the availability of PPE, and high-risk areas such as bathrooms and sluices were found to have no PPE available.

Some storage and clinical areas of the home were in a poor state of repair and this made these areas difficult to clean.

Staff were being supported to complete the necessary training that would inform safe practices however we found that some staff practices were not in line with infection control guidance and best practice.

Infection prevention and control practice and its oversight needed improvements and the provider had begun to make these.

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?' – 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

## Westerton Care Home, Bearsden

Westerton care home is registered to provide care to 106 older people. The provider is Westerton Care LLP.

We carried out an unannounced inspection of the care home on 4 and 5 May.

Indoor visiting by family members was well managed in line with the current guidance. People were being supported by the staff to maintain contact with people important to them using technology. Families were kept informed about their relatives' care, and feedback from families was positive. Social distancing was being managed sensitively and people were supported to move around safely.

The level of cleanliness of the home was satisfactory. However, quality assurance systems needed to be enhanced to support the identified and maintenance of the environment.

PPE stations were well stocked, and staff used PPE appropriately in line with guidance. Staff had received training in infection prevention and control. It was agreed that increasing direct observation of staff practice would ensure that standards of practice were monitored and maintained.

Care staff were familiar with people's care and support needs. People's personal plans were up to date.

There was a need to improve meaningful engagement with people. Staffing arrangements should be reviewed to take account of this and the layout of larger units within the home to ensure people's needs are met.

We informed East Dunbartonshire health and social care partnership of 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

## Wilby House, Kirkcaldy

Wilby House is a care home 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 Health Improvement Scotland, the findings of which are outlined in our report laid before parliament on 17 March.

We carried out an unannounced inspection of the care home between 4 and 6 May to follow up on improvements required relating to infection prevention and control practice.

Our initial observations found there had been limited progress in relation to infection prevention and control practice and procedures. The cleanliness of the environment

and equipment used by residents needed to be improved. We found areas of the home that were not clean and areas that needed to be refurbished.

Quality assurance tools that were in place needed to be further developed to ensure they were addressing all relevant areas to ensure people were safe. The service took immediate action to address the concerns we raised about the cleanliness of the home. At the conclusion of our visit, the service had made significant improvements regarding the cleanliness of equipment and environment.

The atmosphere in the care home was calm and homely. 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. Visiting was taking place in line with Scottish Government Open with Care guidance.

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

We will undertake a further visit to monitor progress.

### **Evaluations**

We did not award evaluations as this was a follow-up inspection.

## **Ashgill Care Home, Glasgow**

Ashgill Care Home is registered to provide care to a maximum of 60 older people. The service is provided by Ashgill Care Home Limited.

We carried out an unannounced inspection of the care home on 5 and 6 May.

We observed kind and caring interactions between staff and residents. Staffing levels were good and responsive to people's changing needs. Feedback from families was positive. There was regular communication from staff and opportunities for contact with residents. Essential visits were supported and planned indoor visits were taking place. People were supported by staff who knew them well and this promoted good health outcomes. Residents were provided with regular opportunities for stimulation and meaningful engagement.

The home was clean. There were some areas where the environment needed attention and maintenance to promote enhanced levels of cleanliness. Some furnishings also needed cleaned or replaced. Managers were responsive and plan to improve their quality of auditing to support good standards throughout the home.

PPE supplies were good. During our visit, management addressed the need to ensure PPE stations were available throughout the home.

There were enhanced cleaning schedules, and all staff had received training in infection prevention and control. Some staff practice was varied and did not fully comply with current guidance. Managers agreed to improve their observations of staff practice to promote and sustain good practice.

We informed Glasgow City 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?' – Adequate

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## Thornwood Hall, Glasgow

Thornwood Hall is a care home registered to provide care to 23 older people. The provider is Burnside Care Homes Limited.

We carried out an unannounced inspection of the care home on 5 May.

People living in the home were supported to stay in touch with family and friends. The service has put in place indoor visits from relatives and other key people, following the principles of Scottish Government Open with Care guidance.

Staff treated people with dignity and compassion and knew people well. Residents told us how they enjoyed living in the home and there was good support provided by staff. People were encouraged to remain active and participate in activities. Staff supported people's wellbeing by seeking input from external healthcare professionals.

Personal plans reflected people's likes and preferences, and anticipatory care plans were in place to inform staff and relatives of the care people would like should they become unwell.

PPE supplies were available for staff throughout the home. The home had put in place appropriate measures to maintain social distancing. All staff had completed infection prevention and control training and were putting this into practice.

There were insufficient domestic staff on each day to ensure effective cleaning of the environment and care equipment. The laundry area needed refurbishment and redecoration. Laundry management needed to be improved. The management team took prompt action during our inspection to address some concerns in relation to cleanliness.

During our visit, we saw that there were sufficient staff on duty to meet the needs of people experiencing care. However, on some days and shifts, we were concerned about the skills mix of staff.

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?' – 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

## Fullarton Care Home, Irvine

Fullarton care home is registered to provide a care service to a maximum of 90 older people. The provider is HC-One Oval Limited.

We carried out an unannounced inspection of the service on 5 and 6 May.

We saw kind and caring interactions between staff and residents. Staff were familiar with people's choices and preferences. Feedback we received from relatives about the quality of care was generally positive.

The quality of people's care plans varied throughout the service and needed further improvement to make them more focused on outcomes. We found that staff needed more training and guidance to support people living with dementia who experience stress and distress.

The staffing arrangements did not always fully meet the needs of people receiving care in the service. We were encouraged by the provider's immediate action to improve staffing levels and deployment in the short term. However, the assessment and setting of staffing levels must ensure there are sufficient staff to ensure the best care outcomes for people.

The home had a new leadership team who were determined to improve the service and people's outcomes. Managers showed a good ability for improvement by effectively addressing some of our concerns during our inspection. However, the service needed robust quality assurance systems including a development plan for the service to improve the current adequate levels of care.

The service was visibly clean and generally well kept. Some laundry practices were not in line with current infection prevention and control guidance, but managers took immediate action to resolve this.

Staff were trained in infection prevention and control. Senior staff regularly audited staff practice. However, we found some inconsistent cleaning processes, based on poor communication between staff groups. This was addressed by managers during our inspection.

The communal areas around the home were adapted to promote social distancing. PPE supplies were good, and PPE was stored correctly. Hand disinfectant was easily available in wall-mounted dispensers throughout the home.

The home had implemented indoor visiting in line with Scottish Government Open with Care guidance.

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

We will undertake a further visit to ensure improvements required are made.

### 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

## **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 are outlined in our report laid before parliament on 3 March.

We issued a letter of serious concern that related to infection prevention and control practice. We completed a further visit on 22 February with Healthcare Improvement Scotland and found improvements had been implemented. At the inspection, 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 inspection on 17 March, the findings of which are outlined in our report laid before parliament on 31 March.

We inspected the service on 6 May. Improvements to care planning, quality assurance and medication were evident and were part of the service's ongoing action plan to ensure sustained improvements.

Visiting was taking place in line with Scottish Government Open with Care guidance.

We informed South Lanarkshire health and social care partnership of our findings and the partnership will continue to support the service.

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

## **Taigh a'Chridhe Uile Naomh (TACUN), Isle of South Uist**

TACUN is a care home registered to provide care to 18 older people. The provider is Comhairle nan Eilean Siar (Western Isles council).

We carried out an unannounced inspection of the care home on 26 October 2020, the findings of which are outlined in our report laid before parliament on 11 November.

We completed a further unannounced visit to the home on 6 May to follow up on improvements that were required in relation to personal planning, medication administration and quality assurance.

Limited progress had been made to improve personal planning for people. Personal plans did not include enough information about how people's care and support needs were being managed. There were concerns that people's health needs were not being accurately assessed.

Medication management had improved. Medication records were being audited regularly and there was a reduction in medication errors.

A quality assurance system had been introduced but it was not yet driving improvements. This needed to improve and robust governance needed to be in place.

The management team require further support to implement and sustain improvements.

We informed Comhairle nan Eilean Siar and the Nurse Director 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. However, we additionally evaluated key question 5.

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

Quality indicator (QI) evaluations:

QI 5.1 Assessment and care planning reflects peoples' needs and wishes – Weak

## **Alford Service, Alford**

Alford Service is a care home registered to provide care for 12 adults. The provider is The Richmond Fellowship Scotland.

We carried out an unannounced inspection of the care home on 6 May.

Meaningful activities had not been planned and subsequently were not routinely taking place. This meant people did not have enough to do and mostly stayed in their rooms. Relatives or friends could visit in line with Scottish Government Open with Care visiting guidance.

Support plans were basic. Staff were not guided clearly on how to support people, particularly in times of distress. These plans should be reviewed with multi-disciplinary colleagues.

The home was not tidy and clean, and we identified concerns in relation to some areas. The senior staff need to regularly check and provide continuous feedback to promote high standards.

There was plenty of PPE however, this was not stored correctly to avoid contamination. Staff did not always follow guidance on the correct use of PPE.

Staff had completed a lot of e-learning on infection prevention and control. Unfortunately, this knowledge was not being put into practice. A system should be introduced to improve and maintain staff competency through management quality assurance and governance.

There were not enough staff to provide safe and effective support. The staffing numbers and structure need to be reviewed with the multi-disciplinary team to ensure this reflects individual needs. The staff culture was not positive and proactive, leading to task-led care for people.

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

We will undertake a further visit to monitor progress.

## Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Weak

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements - Weak

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

Quality indicator (QI) evaluations:

QI 2.2 Quality and assurance is led well - Weak

## Leggart Terrace Service, Aberdeen

Leggart Terrace Service is a care home which is registered to provide care to eight adults. The provider is The Richmond Fellowship Scotland Limited.

We carried out an unannounced inspection of the care home on 7 May.

People living in the home were supported in a person-centred way that accommodated their choices and preferences. Support plans clearly identified people's health needs and provided guidance for staff to ensure that these were being met.

Most people we spoke to were happy with their experiences living in the home and told us about a wide range of activities they were supported to access that reflected their interests both within the home and the local community.

The home had reopened to indoor visiting. This was in line with Scottish Government Open with Care visiting guidance.

The home was clean and uncluttered. PPE supplies were good and available for staff throughout the home. Staff had received training and were knowledgeable about Covid-19 and infection prevention control practice.

Some areas of the home were in a poor state of repair although plans had been made to address these. Cleaning schedules and audits were not in place. The

service needs to implement these to assist with monitoring and improving the environment.

There were enough staff to meet the needs of residents. Staff were flexible and responsive to changes in people's support needs and preferences, however we had concerns around the leadership of the service.

We were concerned about staff practice in relation to responding effectively and sensitively to more complex situations. The service needs to enhance staff knowledge and understanding of the importance of addressing concerns appropriately.

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?' – 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

### **Arran View Care Home, Saltcoats**

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

We carried out an initial inspection of this service on 19 and 20 January with Healthcare Improvement Scotland, the findings of which are outlined in our report to parliament on 3 February. We completed a further inspection on 2 February, the findings of which are outlined in our report laid before parliament on 17 February.

We again inspected the care home with Healthcare Improvement Scotland on 3 March, the findings of which are outlined in our report laid before parliament on 14 April. At this inspection, we found improvements had been made on the cleanliness of the environment and infection prevention and control practice. However, we assessed that further work and sustained improvement was required.

We most recently inspected the service on 10 May and found infection prevention and control practices were satisfactory and improvements sustained. Additional training and observations of staff practice had supported improvement.

Quality assurance processes and governance had been reviewed to establish a more proactive approach with a focus on promoting positive outcomes for people experiencing care.

We reviewed the evaluations for this care home based on the improvements evidenced.

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

### **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements - Adequate

## **Benholm Nursing Home, Forfar**

Benholm nursing home is registered to provide care to 34 older people. The provider is Tamaris (RAM) Limited, a member of the Four Seasons Health Care Group.

We carried out an initial inspection of the service on 24 and 26 March, the findings are outlined in our report laid before parliament on 14 April.

We inspected the home on 10 May to follow up on the improvements that were required.

At the previous inspection, we were concerned about the overall maintenance of the building, the cleanliness of equipment used by residents and the management of laundry, which did not follow current guidelines.

When we visited on 10 May, the home was clean and tidy with good cleaning routines in place. Equipment was clean and well maintained. Laundry management had improved and complied with current guidelines. Effective management oversight was in place to monitor and sustain improvements in practice.

Some maintenance work had been undertaken and a refurbishment plan created, however we provided further guidance on the importance of prioritising work and including timescales.

Visiting was taking place in accordance with Scottish Government Open with Care guidance.

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

We will continue to monitor progress.

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

### **Evaluations**

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

Quality indicator (QI) evaluations:

Q1 7.1 People's health and wellbeing- Adequate

QI 7.2 Infection prevention and control practices- Adequate

QI 7.3 Staffing arrangements- Adequate

## **Cradlehall Care Home, Inverness**

Cradlehall Care Home is registered to provide care for 40 older people and 10 adults with learning disabilities. The Provider is HC-One Limited.

We carried out an unannounced inspection on 5 October, the findings of which are outlined in our report laid before Parliament on 15 October.

We carried out an unannounced inspection on 6, 7 and 10 May.

We observed kind and compassionate interactions between people and staff. At times there were not enough staff with the right skills to meet people's needs or to support people with meaningful activities.

People were not consistently supported to keep in touch with family and friends, as the service was not fully implementing Scottish Government Open with Care guidance. The provider must improve visiting for people and follow the guidance.

We identified concerns with infection prevention and control practice in the home. Staff needed to improve hand washing and the putting on and taking off of PPE to help prevent the spread of infection.

The care home needed repairs, maintenance and some refurbishment. Areas of the care home were not being kept clean to an acceptable standard. There needed to be better arrangements for housekeeping to ensure the care home was clean and tidy.

The provider needed to put in place robust quality assurance and governance process to ensure areas for improvement are identified and rectified quickly.

Changes were needed to make sure the quality of the service improves.

We informed NHS Highland of our findings.

We will carry out a further visit to ensure improvements identified are put in place.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect – Adequate

QI 1.2 People get the most out of life – Weak

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

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

Quality indicator (QI) evaluations:

QI 2.2 Quality assurance and improvement is led well – Adequate

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

Quality indicator (QI) evaluation:

QI 3.3 Staffing levels and mix meets people's needs, with staff working well – Weak.

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

Quality indicator (QI) evaluation:

QI 4.1 People experience high quality facilities – Adequate.

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 reflect peoples’ needs and wishes – Good.

## **Inch View, Edinburgh**

Inch View is a care home registered to provide care to 60 older people. The provider is City of Edinburgh council.

We carried out an unannounced visit to the care home on 10 May in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. During this visit, we inspected the service in relation to infection prevention and control practice.

Staff were caring and supported people with kindness and respect. People told us that they experienced good care. People were taking part in socially distanced activities, and indoor visits were in place and managed in accordance with Scottish Government Open with Care guidance.

The home was clean, tidy and well presented. Enhanced cleaning schedules were in place and staff were confident in cleaning processes. Signage was displayed throughout the home to help ensure adherence to social distancing measures.

PPE stations were fully stocked, stored safely and could be easily accessed by staff. Staff had received training on how to use and dispose of PPE safely. Managers carried out infection prevention and control audits to ensure practice standards were maintained.

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?’ – Good

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices - Good

## **Wyndford Locks Nursing Home, Glasgow**

Wyndford Locks Nursing Home is registered to provide care for up to 150 older people. The provider is HC - One Oval Limited.

We carried out an unannounced inspection of the service on 11 and 12 May.

People were cared for by staff who were experienced and familiar with their needs. We observed kind and compassionate interactions between staff and residents. Families gave positive feedback about the care of their relatives, and indoor visiting had improved people’s wellbeing.

Staff needed further training in activities and wellbeing to make people’s experiences more stimulating. We asked the provider to offer staff ongoing guidance in this area to develop their skills and improve people’s experiences and outcomes.

People's health needs were met well and guided by comprehensive personal care plans. There was evidence of joint working with external professionals to meet people's needs. However, plans and reviews should be more person-centred to reflect people's choices.

The home had good practice around laundry and clinical waste systems in line with guidance. PPE was readily available for staff, and there were enhanced cleaning schedules in place. However, we identified some areas that were not clean, and there was damaged to furnishings, which presented a risk to infection prevention and control standards. These inconsistencies reflected quality assurance systems that were not robust, and actions that were not fully addressed.

We will undertake a further inspection to monitor progress and follow up on the improvements required.

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

## Evaluations

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect – Good

QI 1.2 People get the most out of life – Adequate

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

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

Quality Indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Adequate

## Millport Care Centre, Isle of Cumbrae

Millport Care Centre is registered to provide care for up to 27 adults with a learning and/or physical disability. The provider is Sanctuary Care Limited.

In response to an anonymous complaint, we carried out an inspection of the care home on the 24 and 26 of March, the findings of which are outlined in our report laid before parliament on 14 April. We identified significant weaknesses in infection prevention and control, incident reporting, adult protection and staffing that compromised, or had the potential to compromise, people's safety and outcomes. We served an improvement notice on 2 April requiring improvement in the culture, practice, and management oversight within this service.

We completed an unannounced inspection to the home on 21 April to follow up on improvements we required in relation to infection prevention and control. The findings of this are outlined in our report laid before parliament on 12 May.

We carried out a further inspection of this service between the 12 and 14 of May to evaluate progress with the improvement notice. There was improvement in the reporting of incidents, and these were now being notified.

The provider continues to engage with the health and social care partnership and the Care Inspectorate to work together to share information and ensure people are experiencing safe care.

We found good progress had been made in the remaining two areas of the improvement notice. Communication was better and a more positive environment was being cultivated. Staff had participated in a variety of training including adult support and protection. More time was needed for all staff to complete essential training and for this to be demonstrated in practice. The regional manager and regional director were providing daily leadership and management of the service.

Further improvement was needed to achieve an environment that consistently promotes the health and welfare of people and to evidence robust quality assurance processes.

We extended the timescale for completion of the improvement notice to enable the service to fully implement the areas identified for improvement.

North Ayrshire health and social care partnership are continuing to provide support to the service.

We will undertake a further visit to monitor progress.

## **Evaluations**

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

## **Monkbarns, Arbroath**

Monkbarns is a care home registered to provide care to a maximum of 67 older adults. The provider is Balhousie Care Limited.

We carried out an initial inspection of the service on 13 October 2020, the findings of which are outlined in our report laid before parliament on 28 October. We carried out an unannounced inspection on 12 May and 14 May.

People living at the service were well cared for, with warm interactions from staff who were familiar with their support needs and choices. Activities were provided, however people spent long periods with little interaction or meaningful activity. Staff were not always deployed efficiently to help fulfil people's days.

Indoor visiting between designated relatives and people living in the service was taking place. Visiting arrangements had not been progressed in line with Scottish Government Open with Care guidance to enable increased contact. The provider needed to improve this.

Infection, prevention and control practice needed to improve. We identified some areas of the service and items of equipment that were not clean or needed to be replaced as this increased the risk of infection. The manager of the service acted promptly when alerted to our findings and we found improvements had been made during our second day of inspection. The service needs to improve quality assurance to ensure that good levels of infection prevention and control are maintained and monitored by managers.

We found that PPE supplies were good, and that staff had received training about Covid-19 and infection control practices. Information posters were situated throughout the home, however staff did not have access to the most recently updated information. This meant there were gaps in understanding of more recent updates.

We informed Angus 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 for key question 7 'How good is our care and support during the COVID-19 pandemic' – Weak

QI 7.1 Peoples Health and wellbeing - Adequate

QI 7.2 Infection Control Practices – Weak

QI 7.3 Staffing arrangements - Adequate

## North Inch House, Perth

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

A complaint investigation was carried out on 13 January.

We carried out an unannounced inspection on 16 March with Healthcare Improvement Scotland, the findings of which are outlined in our report laid before parliament on 31 March.

We completed an unannounced visit to the home on 12 May to follow up on the improvement we identified in the complaint investigation and inspection.

There was improvement in infection prevention and control practice. Storage areas had been refurbished to promote effective cleaning and a range of audits were in place to monitor the effectiveness of the infection, prevention, and control measures.

Medication administration, recording, storage and management had improved.

People's care plans had been updated however, their personal preferences, wishes and health needs were not considered or monitored consistently. Further work was required to ensure that people's care plans accurately reflected their health and care needs.

We found a lack of clear guidance for staff on the best ways to communicate with relatives.

Visiting was taking place indoors and in the garden. However, this was not always happening in line with Scottish Government Open with Care guidance. Visitors were being asked to wear fabric overalls and indoor visits were held in a small sunroom rather than bedrooms. We asked the provider to fully implement current guidance as a matter of priority.

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

We will undertake further visits to monitor and support the service.

## Evaluations

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

## The Firs Care Home, Glasgow

The Firs Care Home is registered to provide care and support for up to 24 older people. The Provider is Clancare Ltd.

We carried out an unannounced inspection of the care home on 12 and 13 May.

Staffing arrangements were sufficient to meet the needs of residents, and staff were kind and compassionate. Residents' health benefitted from links with external health professionals.

Residents were supported to keep in touch with their family and friends in line with Scottish Government Open with Care guidance. Feedback from residents and relatives was positive about the service.

The personal plans required improvement, particularly in the areas of nutrition and advanced care planning. The current plans did not support comprehensive assessment and overview of significant concerns. Some care plans gave good insight into the health needs of residents, but this was variable. Staff needed to ensure that care plans were person-centred so the choices and preferences of residents were clear.

A homely feel was apparent within the service and it was clean and tidy. Frequent cleaning was taking place and staff were knowledgeable about the correct processes and solutions to use. Shared equipment was clean and well maintained. The provider needs to review the housekeeping hours to ensure they support the enhanced cleaning schedules required as the current housekeeping arrangements mean that staff finish at 1pm.

Environmental audits needed to be reviewed to ensure that these promote proactive management of infection prevention and control and address areas such as mattress and soft furnishing checks.

The laundry room required refurbishment, and the provider was putting plans in place to address this.

Staff demonstrated a good knowledge of the safe use and disposal of PPE. However, the training records and staff development processes within the home needed to improve to support staff.

We informed East Renfrewshire 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

### Tarriebank House, Arbroath

Tarriebank House is a care home for older people registered to care for a maximum of 24 older people. The provider is Tarriebank Ltd.

We inspected the care home on 15 July 2020, the findings of which are outlined in our report laid before parliament on 22 July.

We carried out an unannounced inspection of the service on 12 May to follow up on improvements we identified at previous inspections and complaint investigations.

On 12 May, we found improvement in the care and support provided. We were satisfied with actions taken to reduce potential environmental hazards. A monthly audit was in place to monitor and reduce risks. A falls audit system had also been introduced to improve practice and reduce falls risk for people in line with good practice.

We found that support plans had improved. Monthly evaluations and six-monthly care reviews were carried out. Relatives were also consulted about their loved one's care. This meant the care and support delivered was more person-centred.

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

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

### Annan Court, Annan

Annan Court is a care home registered to provide care to 33 older people. The provider is Annan Court Care Home Limited (Advinia Care Homes Limited).

We carried out an unannounced visit to the home on 9 December 2020 in response to a complaint. During this visit, we assessed and reported on infection prevention and control practices. We outlined our findings in the report laid before parliament on 23 December. We completed a further visit to the home on 28 December, the findings of which are outlined in our report laid before parliament on 6 January 2021.

On 29 January, we visited the service and found infection prevention and control practices had improved. We completed a further visit to the service on 3 February to assess the service in relation to people's health and wellbeing and staffing. We outlined our findings in our report laid before parliament on 17 February.

We visited the home on 13 May to follow up on the improvements we required. The service had made improvements in the required areas.

We found people were treated with dignity and respect.

The staffing arrangements were sufficient to meet the needs of the people experiencing care. Recruitment was continuing to maintain adequate staffing levels.

Personal plans had been reviewed to contain person-centred information. Anticipatory care plans were in place to inform staff of people's wishes should they become unwell.

Training had been completed on Covid-19 and infection prevention and control. Oversight of staff practice had been implemented to further monitor infection prevention and control practices within the home.

People living in the home were supported to stay in touch with family and friends. The service was following the principles of Scottish Government Open with Care guidance, and feedback from residents and their families was positive.

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

## Evaluations

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

## Balhousie Huntly, Huntly

Balhousie Huntly care home is registered to provide care to 65 older people. The provider is Balhousie Care Limited.

We carried out an unannounced inspection on 13 May.

People spoke positively about the staff in the home. There were enough staff and they supported people in a caring and compassionate manner. People looked well, with care and attention taken to support them to look their best.

Changes were being made to ensure that visiting was in line with Scottish Government Open with Care guidance. This should improve the visiting experience for people and their visitors.

Poor WIFI connectivity made it difficult for people to keep in touch using technology. There was inconsistency in how well relatives were kept up to date with the health and welfare of their loved one. The manager needs to improve communication with relatives.

We identified some issues with infection prevention and control practice. The home environment was clean, however soft furnishings were badly stained, with some protective covers from the chairs removed. PPE was not available in all areas of the service at point of use but it was used by staff.

There were limited opportunities for people to be involved in the development of the service. Opinions and preferences were not sought from residents before changes to their home were made. Improvements are needed so that people have a meaningful say.

Improvements to the management of falls are needed to ensure that the least restrictive measures are taken to help keep people safe.

We informed Aberdeenshire health and social care partnership of our findings. We will carry out a further visit to monitor progress.

## Evaluations

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

## Cardonald Care Home, Glasgow

Cardonald Care Home is registered to provide a service to a maximum of 35 older people. The service is provided by Tamaris (RAM) Limited, a member of the Four Seasons Health Care Group.

We carried out an unannounced inspection on 13 May.

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 experiencing care. There were measures in place to sensitively support people to maintain physical distancing.

People were encouraged and supported to move around the care home. A range of activities were taking place to help keep people stimulated and active. Personal plans reflected people's care needs and anticipatory care plans informed staff of people's wishes should they become unwell.

Staff helped people to use video technology and other communication methods to maintain contact with relatives. Indoor and outdoor visiting was taking place in line with Scottish Government Open with Care guidance. Feedback from residents and their families was positive about the care and support provided during the pandemic.

PPE supplies were good and readily available throughout the home. Staff wore and disposed of PPE safely. Appropriate signage was visible throughout the home and provided important prompts for staff, residents, and visitors. We observed some inconsistent practices in relation to infection prevention and control and further work is required to ensure best practice is fully embedded and maintained across the service.

There were enough staff to meet people's care needs. Staff had been provided with training, but a review of learning and practice was needed. Quality assurance needed to be strengthened to support the necessary improvements. The Covid-19 contingency plan needs to be improved around safely meeting people's needs in the event of an outbreak.

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

### Evaluations

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

Quality indicator (QI) evaluations:

- QI 7.1 People's health and wellbeing - Good
- QI 7.2 Infection prevention and control practices - Adequate
- QI 7.3 Staffing arrangements – Adequate

## Crofthead House Nursing Home, Bathgate

Crofthead House Nursing Home is registered to provide care to 57 older people. The provider is Croftwise Care Limited.

We carried out an unannounced visit to the care home on 13 May in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. During this visit, we inspected the service in relation to infection prevention and control practice.

Staff were compassionate and respectful towards people experiencing care. People were supported to keep in contact with friends and family and indoor visiting was being supported safely.

The home was clean and well maintained. Enhanced cleaning was in place for touch points and communal areas. Shared equipment was cleaned and decontaminated in line with guidance, however some equipment could no longer be effectively cleaned. This equipment was replaced during our visit.

There were sufficient supplies of PPE and staff used this appropriately. All staff had received training in Covid-19 and infection prevention and control.

There were enough staff available to meet people's needs and there was a contingency plan to help manage staff shortages. We saw that staff worked well together and supported each other.

Residents were supported to physically distance in lounge areas, although this was across a large area and impacted on the availability of staff. We suggested a review of the mealtime experience for people.

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:

7.2 Infection prevention and control practices – Good

## Highgate Care Home, Uddingston

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

We carried out an unannounced inspection of the care home on 13 and 14 May.

People in the home were supported by staff who knew them and were familiar with their preferences and choices. We observed some good interactions between staff and people who lived there. The home had a warm relaxed atmosphere.

People had been encouraged and supported to keep in touch with their families during lockdown and indoor visits were now taking place following Scottish Government Open with Care visiting guidance.

There were not enough staff to monitor and offer support to people in communal areas. The layout of the building and the increased use of additional communal areas to support social distancing made it challenging for the numbers of staff to support people.

Falls care plans needed improved. Information was difficult to find and not reviewed to reflect implementation of professional advice about falls prevention. People could not be assured of safe support and there had been a significant number of unwitnessed falls.

There were some activities on offer. However, there was a need to improve the range and access to meaningful activities to provide stimulation and help prevent isolation.

The general environment was clean with enhanced cleaning schedules in place. However, we identified concerns relating to the condition of some mattresses. The provider responded to this quickly. However, the lack of effective auditing and monitoring of infection control meant these areas for improvement were not identified.

There were no identifying signs to advise visitors when residents were isolating. This is not in line with the guidance on testing and isolation.

Laundry staff were knowledgeable and followed correct guidance and procedures in line with Health Protection Scotland Covid-19 Information and Guidance for Care Home Settings. There was adequate access to PPE and we observed staff using this correctly. Staff we spoke with were aware of guidance around infection prevention and control and had completed a range of relevant training. There was some evidence of staff practice being observed but this was not fully embedded and some care staff were not confident in their knowledge of removing PPE.

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

We will undertake another visit to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

7.1 People's health and wellbeing – Weak

7.2 Infection prevention and control practices – Weak

7.3 Staffing arrangements – Adequate

## **Lochbank, Forfar**

Lochbank is a care home registered to provide care for 35 adults. The provider is Thomas Dailey trading as Kennedy Care Group.

We carried out an initial inspection of the service on 12 August 2020, the findings of which are outlined in our report laid before Parliament on 26 August.

At the initial inspection, we identified improvements needed in relation to infection prevention and control, staff training and quality assurance practices.

We carried out a further inspection of the home on 2 December, to follow up on the improvements we required, the findings of which are outlined in our report laid before parliament on 9 December. While the provider had made progress with the improvement in the recording of quality assurance activity, further time was necessary to fully meet the improvements we required.

We inspected the service on 13 May. The provider had recruited a new manager.

The home was clean and tidy, with efficient systems for cleaning in place that were being audited regularly by the manager.

Environmental audits were being carried out on a regular basis, with any faults being identified early and rectified quickly. The new manager was in the process of updating an action plan to address issues related to the environment in the home.

A programme of redecoration had started, with furniture, fixtures and fittings being removed and replaced where they were no longer fit for purpose.

Visiting was taking place in line with Scottish Government Open with Care guidance.

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

## **Evaluations**

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

## **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 inspected the care home on 22 January, the findings of which are outlined in our report laid before parliament on 3 February. We inspected again on 5 February and 3 March. The findings of these inspections are outlined in our reports laid before Parliament on 17 February and 17 March.

We carried out an unannounced inspection of the service on 10 May in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. During the visit, we followed up on improvements we required to staffing levels, administration of medication levels, and bathing and toilet facilities.

Improvements were found in residents' bathing and toilet facilities. However, we issued a letter of serious concern on 12 May because people's wellbeing was compromised by reduced staffing levels, the number of domestic staff available to ensure the care home was clean, and issues about medication administration.

We carried out a further visit on 16 May and positive action was evident. The provider had improved staffing levels, domestic arrangements and the systems for the administration of medication. These improvements need to be sustained.

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 4 'How good is our setting? - Adequate

Quality indicator (QI) evaluations:

QI 4.1: People experience high quality facilities – Adequate.

## Eildon House, Edinburgh

Eildon House is a care home registered to provide care to 24 older people. The provider is Eildon Care Limited.

We completed an initial inspection of the service on 22 March. The findings are outlined in our report laid before parliament on the 31 March. We completed a further visit to the home on 17 May to follow up on the improvements we required.

The manager had progressed improvements in infection prevention and control practice, staff training and care planning. The home was uncluttered, clean and there was sufficient PPE available for staff.

Improved care plans meant contained accurate information about health and wellbeing that was supported by clear assessments.

Training had taken place, and recent audits had identified actions and resolution. Monitoring of staff practice was needed to ensure the learning from training was implemented. We observed that staff practice still needed to improve.

While staffing numbers had increased, staff were not deployed in the home effectively. This meant that care could appear rushed and disorganised. Further improvements were needed to ensure that staffing was deployed effectively to meet the needs of people.

We will undertake a further visit to monitor progress.

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

## Evaluations

We did not change the evaluations as there was still further work needed.

## Harbour House Care Home, Musselburgh

Harbour House Care Home is registered to provide care to 43 older people. The provider is Musselburgh Care Home Ltd.

We carried out an unannounced inspection of the service on 17 and 18 May, taking account of infection prevention and control.

We saw kind, respectful, and compassionate interactions between staff and people experiencing care. People were very complimentary about the care and support they received.

Staffing levels were sufficient to meet people's direct care and wellbeing needs, and some activities were taking place. Staffing schedules needed further consideration to ensure people got the most out of life.

Families were being supported to visit in line with Scottish Government Open with Care guidance and the manager was reviewing visiting arrangements for each person.

There were sufficient supplies of PPE, which was readily available. Infection prevention and control measures and enhanced cleaning regimes were in place.

Staff confirmed they had training in infection prevention and control, and staff used PPE appropriately.

The management of clinical waste and laundry was adequate.

Some aspects of infection prevention and control practices needed to improve.

Personal plans reflected people's wishes and preferences. However, personal plans still needed to be fully completed and to comply with best practice guidance around Covid-19 outbreaks.

We informed East 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?' – Adequate

Quality indicator (QI) evaluations:

7.2 Infection prevention and control practices – Adequate

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect – Good

QI 1.2 People get the most out of life – Adequate

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

QI 2.2 Quality Assurance and Improvement is led well – Adequate

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

Quality indicator (QI) evaluation:

QI 3.1 Staff have been recruited well - Good

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

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

Quality indicator (QI) evaluation:

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

## Chester Park Care Home, Glasgow

Chester Park Care Home is registered to provide care to 101 older people. The provider is Oakminster Healthcare Limited.

We carried out an unannounced inspection of the care home on 18 May.

People living in the home were supported to stay in touch with family and friends. The service has put in place indoor visits from relatives and other key people, following Scottish Government Open with Care guidance.

Staff treated people with dignity and compassion and knew people well. Residents told us how they enjoyed living in the home and there was good support provided by staff. People were encouraged to remain active and participate in activities. Staff supported people's wellbeing by seeking input from external healthcare professionals.

Personal plans reflected people's likes and preferences and anticipatory care plans were in place to inform staff and relatives of the care people would like should they become unwell.

PPE supplies were available for staff throughout the home. The home had put in place appropriate measures to maintain social distancing. All staff had completed training in infection prevention and control, and practice was being observed.

The home 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.

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.

During our visit, we saw there were enough staff on duty to meet the needs of people experiencing care. There was a contingency plan to help manage staff shortages.

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) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

## Eastbank Nursing Home, Glasgow

Eastbank Nursing Home is registered to provide care to a maximum of 70 older people. The service is provided by HC-One Oval Limited.

We carried out an unannounced inspection of the care home on 18 May.

We observed kind and caring interactions between staff and residents. Staffing levels were good and responsive to people's changing needs. Staff provided residents with regular opportunities for stimulation and meaningful engagement.

Feedback from families was positive and we were told that there had been regular communication from staff and opportunities for contact with residents. Indoor visiting was now in place in line with Scottish Government Open with Care guidance.

We saw that people were supported by staff who knew them well, and there was input from relevant health professionals to promote good health outcomes. Personal plans contained information about residents' needs, however some care plans and risk assessments had not recently been updated. Staff gave us confidence that the right care had been provided but the documentation had not been completed to support this.

All staff had received training in infection prevention and control. Staff knowledge about infection prevention and control was good and we observed staff practice that was in line with current guidance. PPE supply and disposal areas were available throughout the home, as were designated handwashing facilities.

There were enhanced cleaning schedules. The home was generally clean, however there were some furnishings and areas where the environment needed attention and maintenance to enable effective levels of cleanliness. Management responded immediately to the areas we highlighted. We asked that they improve their quality of auditing to ensure a consistent standard throughout the home is achieved and maintained.

We informed Glasgow City 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

## Walton House, Leven

Walton House is a care home registered to care for 40 older people. The provider is Kingdom Homes Ltd.

We completed an unannounced inspection of the care home on 13 July 2020 with Healthcare Improvement Scotland. The findings are outlined in our report laid before parliament on 22 July 2020.

We carried out an unannounced inspection 18 May 2021. This provided an opportunity to follow up on areas for improvement following our previous inspection and complaint activity.

The way that dependency levels are calculated needed to be reviewed and we will continue to monitor and support the service. This is important to ensure that staffing meets dependency needs of residents.

We found that people were able to have regular contact with family and friends. There were appropriate measures in place to maintain social distancing. The staff team was responsive to people's wellbeing needs and there was good evidence of links with external agencies.

The home was generally clean, tidy and well maintained. PPE supplies were good and available for staff throughout the home. Staff knowledge about infection prevention and control was good but we observed practice that did not fully comply with current guidance.

We identified care equipment that needed to be cleaned, and the systems in place to replenish clean items and remove dirty linen and waste from rooms did not fully comply with current guidance. A review of quality audits was needed to ensure areas for improvement were identified and addressed through robust quality assurance systems.

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.

We will carry out a further inspection to ensure improvement identified are implemented.

## 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

## Ranfurly Care Home, Johnstone

Ranfurly Care Home is registered to provide care to 62 older people. The provider is Silverline Care Caledonia Limited.

We carried out an inspection of the service on 15 April, the findings of which are outlined in our report laid before Parliament on 28 April.

We carried out a further inspection on 18 May to follow up the improvements required.

We found improvements to infection, prevention and control practice, and records of cleaning schedules and audits. Signage for the use of PPE and hand washing referred to best practice and was more visible. The service was now using the correct cleaning products, which ensured people were protected from infection.

Isolation guidelines were being followed for all new admissions to the service.

We identified the need to improve cleaning of mattress covers and staff use of PPE

People were being supported to receive visits in designated visiting areas. We discussed with the management team the need to implement fully Scottish Government Open with Care guidance to allow visits in people's bedrooms.

We will carry out a further inspection to ensure improvements we identified are implemented.

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

### **Evaluations**

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

## **Riverside View, Dundee**

Riverside View is a care home registered to provide care to 60 older people. The provider is HC-One Limited.

We carried out an unannounced inspection and complaint investigation on 19 May.

The premises and most furnishings and equipment were clean. However, we found some chairs and seat cushions in one unit were not clean. This was addressed immediately, but systems and processes for cleaning needed to improve, including quality assurance.

Staff had received training and were knowledgeable about Covid-19 and infection prevention and control practice. This was not always evidenced in their practice to keep equipment clean and safely dispose of PPE. Further work needs to be carried out to improve staff awareness and practice in implementing safe and effective infection prevention and control measures in the home. Management needs to enhance quality assurance of staff practice.

There were enough staff to meet people's needs. People living in the home were supported to stay both physically and mentally well. They were supported to engage in physical activities including access to the gardens. People were also supported to maintain contact with family and friends using technology and visiting was supported in line with Scottish Government Open with Care guidance.

Care planning needs to improve to ensure there is sufficient detail to inform staff practice.

We have informed Dundee 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?' - 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

## 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 initial unannounced inspection of the service on 16 and 17 March with Healthcare Improvement Scotland, the findings of which are outlined in our report laid before parliament on 31 March.

We completed an unannounced visit to the home on 27 April, to follow up on improvements we required to the support for people's nutritional and other health care needs, and infection prevention and control practice. The findings of this inspection are outlined in our report laid before parliament on 12 May.

We completed a further unannounced visit to the home on 17 May to follow up on improvements required. The service has continued to make progress in improving how it monitors and records the dietary needs of residents and has put in place systems to ensure people's nutritional needs are met.

The management has introduced quality assurance systems to monitor the environment, to ensure that items are cleaned appropriately and replaced where necessary. The provider has committed to refurbishing the environment and equipment within the home. Maintaining these standards is necessary to ensure that the people using the service live in an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment.

The staff worked well together and were supportive of each other. People were cared for by staff who were familiar with their needs. We observed warm and caring interactions between staff and residents.

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

### Evaluations

We reviewed the evaluation for infection prevention and control practices for this care home, based on our findings at this inspection. The updated evaluation is set out below.

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices - Adequate

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