

# Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 21 July 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.

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 (QI) for key question 7 are:

- QI 7.1: People's health and wellbeing are supported and safeguarded during the Covid-19 pandemic
- QI 7.2: Infection control practices support a safe environment for both people experiencing care and staff
- QI 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.

We may also inspect services against other key questions and associated quality indicators (QIs) from our quality frameworks for care homes for adults and older people. These are:

Key question 1: How well do we support people's wellbeing?

QI 1.1: People experience compassion, dignity and respect

QI 1.2: People get the most out of life

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

QI 1.4: People are getting the right service for them

Key question 2: How good is our leadership?

QI 2.1: Vision and values positively inform practice

QI 2.2: Quality assurance and improvement is led well

QI 2.3: Leaders collaborate to support people

QI 2.4: Staff are led well

Key question 3: How good is our staff team?

QI 3.1: Staff have been recruited well

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

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

Key question 4: How good is our setting?

QI 4.1: People experience high quality facilities

QI 4.2: The setting promotes people's independence

QI 4.3: People can be connected and involved in the wider community

Key question 5: How well is our care and support planned?

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

QI 5.2: Carers, friends and family members are encouraged to be involved

If we inspect against these additional key questions, we will indicate the overall evaluation for each key question and quality indicator.

## **Adamwood Nursing Home, Musselburgh**

Adamwood Nursing Home is no longer registered as a care home. Adamwood had been registered to provide care to 13 older people. The provider was Rollandene Ltd.

We carried out an unannounced inspection of the home on 24 March, the findings of which were outlined in our report laid before parliament on 31 March. We carried out a further inspection on 4 May and outlined our findings in the report laid before parliament on 12 May. Following an inspection by the Scottish Fire and Rescue Service, they issued an enforcement notice to the provider on 25 May under their regulations. We undertook an unannounced inspection of the care home on 1 June and on the 4 June and issued an improvement notice. We outlined our findings in the report laid before parliament on 9 June.

We undertook an unannounced inspection concluding on 30 June to monitor the progress made to meet the requirements of our improvement notice. These related to ensuring people experienced a safe environment and that there were enough staff with the correct skills to ensure the safety of people living in the home.

During this inspection, the provider applied to cancel its registration, which has been progressed and concluded.

East Lothian health and social care partnership worked with the provider, residents and their families to support people to move out of this care home before the registration for the care home was cancelled. All people living in the home have now moved to new care homes.

## **Home Farm Care Home, Isle of Skye**

Home Farm Care Home, previously registered as Strathburn (Care Home), is registered to provide care to 35 older people. The provider is NHS Highland.

We carried out an unannounced inspection of the service on 29 and 30 June.

People experienced kind and compassionate care and support. Feedback from relatives was positive. Arrangements were in place to keep relatives updated about changes in their family member's health and care. People were enjoying indoor visiting in line with Scottish Government Open with Care visiting guidance.

There were enough staff to meet people's health and care needs. Staff had received training that helped them to support people to maintain their health and wellbeing. The home had good working relationships with external health practitioners who helped to support positive outcomes for people.

The home was clean and tidy. There was a detailed improvement plan to support extensive refurbishment and upgrades to improve people's living environment.

Enhanced cleaning schedules were in place. The home managed laundry and clinical waste in line with guidance. There were good supplies of PPE and staff were seen to safely use PPE to help prevent the spread of infection.

People's health and care needs had been reviewed, and care plans contained detailed information to support staff to meet people's health and care needs.

We informed NHS Highland of our findings.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? – Good

QI 1.1: People experience compassion, dignity and respect - Good

QI 1.2: People get the most out of life - Good

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

Key question 2: How good is our leadership? - Good

QI 2.2: Quality assurance and improvement is led well - Good

Key question 3: How good is our staff team? - Good

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

Key question 7 How good is our care and support during the Covid-19 pandemic? – Good

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Good.

## **Beechwood Care Home, Wishaw**

Beechwood Care Home is registered to provide care to 70 older people and 20 adults with physical and/or learning needs. The provider is Holmes Care Scotland Ltd.

We carried out an unannounced inspection of the care home on 28 and 29 June.

Indoor visiting by family members was well managed in line with the Scottish Government Open with Care guidance. People were also being supported by the staff to maintain contact with family and relatives using technology. The feedback from families was positive. They told us that the service kept them informed of any changes in their relatives' care.

People living in the home benefited from being supported by care staff who were familiar with their care and support needs. Staff treated people with kindness and compassion.

There were sufficient nursing and care staff to meet people's needs. There was a need to improve the availability and range of meaningful activity in the home.

There was a need to increase housekeeping staff hours to maintain a satisfactory level of cleanliness in the home. PPE stations were available near to point of use. Staff practice regarding infection prevention and control was satisfactory.

Social distancing was well managed. There was a need for refurbishment of the home. This included replacement of flooring, repair of chipped and scuffed walls and doors, and replacement of servery kitchens.

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

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Adequate

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

Key question 7: How good is our care and support during the Covid-19 pandemic? – Adequate

QI 7.2: Infection prevention and control practices – Adequate -

QI 7.3: Staffing arrangements – Good

## **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 service on 5 May and 2 June, the findings of which were outlined in the report laid before parliament on 26 May and 9 June, respectively.

We carried out a further unannounced inspection of the care home on 30 June to follow up on the improvements required relating to the laundry area and staffing arrangements.

The laundry area had been refurbished and access arrangements improved. Management oversight of the laundry arrangements had improved. We observed satisfactory laundry management practices.

There were sufficient staff on duty to meet the needs of people experiencing care. Some progress had been made in recruiting additional staff. However, we remained concerned about the skills mix of staff during some shifts. The provider was actively recruiting staff.

Additional training had been completed and support arrangements were in place to promote safe and responsive care.

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

We will continue to monitor progress.

## **Evaluations**

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

## **Rubislaw Park Care Home, Aberdeen**

Rubislaw Park Care Home is registered to provide care to 86 older people. The provider is Rubislaw Care LLP, part of the Care Concern group.

We carried out an unannounced inspection of the care home on 29 June.

People were supported by staff who were familiar with their needs and were happy with the care they received. Staffing was sufficient to meet people's needs and we observed positive interactions between staff and residents. People engaged in appropriate social activities. Social distancing was evident and encouraged by staff in the home as much as possible.

Visiting arrangements were being progressed in line with Scottish Government Open with Care guidance to enable increased contact. Staff helped people to use technology to maintain good contact with relatives. The service had developed comprehensive risk assessment to allow indoor visiting, and people were also accessing their local community.

Signage provided important infection prevention and control prompts for staff and essential visitors. The environment was clean and generally uncluttered. Enhanced cleaning schedules were in place. Stocks of PPE were good and used appropriately, and there was good access to hand hygiene facilities. Senior staff monitored infection prevention and control measures and practice. We discussed how these checks could be used more effectively to ensure any concerns were identified and dealt with quickly.

Staff received regular training and were knowledgeable about how Covid-19 should be managed. There was a staffing contingency plan in place to help manage staff absences, holiday cover and unplanned shortages.

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

## **Evaluations**

Key question 1: How well do we support people's wellbeing? – Very good

QI 1.1: People experience compassion, dignity and respect – Very good

QI 1.2: People get the most out of life – Very good

QI 1.3: People's health benefits from their care and support – Very good

Key question 7: How good is our care and support during the Covid-19 pandemic? – Good

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Good.

## **Berelands House Care Home Service, in Prestwick**

Berelands House Care Home Service is registered to provide care to 63 older people. The provider is Amore (Prestwick) Limited.

We carried out an unannounced inspection of the care home on 30 June and 1 July.

People received kind and caring support from staff and were also supported to remain in contact with family and friends. Relatives spoke positively about the care people received. Planned activities should be more meaningful for some people, including for people who remain in their rooms. Indoor visiting took place in line with Scottish Government Open with Care guidance.

People living in the care home were supported by staff who were familiar with their choices and preferences. Care plans were person-centred and had sufficient detail to enable staff to meet people's needs. The home evidenced positive working relationships with external health practitioners who helped to support positive outcomes for people.

The general environment was clean and cleaning schedules were in place. Additional PPE stations were provided following our advice. We raised concerns about the domestic and laundry staff's knowledge of infection prevention and control and poor laundry and cleaning practices. The provider was responsive to our findings and acted immediately to bring practice in line with current guidance.

We identified that continuous training and staff observations would assist in promoting good standards of infection prevention and control around the home. Quality assurance and follow-up action needed to improve in relation to environmental audits and infection prevention and control practice.

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

We will undertake a further visit to monitor progress.

### **Evaluations**

Key question 1: How well do we support people's wellbeing? – Adequate

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

Key question 7: How good is our care and support during the Covid-19 pandemic? – Weak

QI 7.2: Infection prevention and control practices – Weak

QI 7.3: Staffing arrangements – Adequate.

## **Northgate House, Glasgow**

Northgate House care home is registered to provide care for 59 older people. The provider is HC-One Limited.

We completed an unannounced inspection of the home on 29 and 30 June.

We observed warm and caring interactions between staff and residents. Staff were available in sufficient numbers to meet people's needs. Staff were proactive in the management of people's health needs and sought support from external health professionals where appropriate.

Information within personal plans guided staff, and their content provided evidence that people were being supported with the things that were important to them.

Relatives provided positive feedback about the care of their family members. The home supported people on outings, and indoor visiting was in line with Scottish Government Open with Care guidance.

Good quality assurance systems in respect of infection, prevention and control ensured that people were kept safe. Staff, residents, and visitors had access to appropriate supplies of personal protective equipment which was used effectively.

The home was free from clutter. Enhanced cleaning schedules were in place and staff were aware of infection prevention and control practice. Laundry procedures were well managed.

Staff were supported by a visible management team and morale was good.

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

### **Evaluations**

Key question 1: How well do we support people's wellbeing? – Good

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

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

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

Key question 7: How good is our care and support during the Covid-19 pandemic? – Good

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Good.

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

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

We carried out an inspection of this service on 2 March and issued a letter of serious concern outlining improvements that were required. We carried out a further visit to the service on 8 March and completed our inspection on 9 March. We found limited progress had been made in improvements required in the letter of serious concern, therefore we issued the provider with an improvement notice on 15 March. The findings of this inspection were outlined in our report laid before parliament on 17 March. We completed a further visit to the home 7 April to follow up on the improvements that were required. We found that the home had made the necessary improvement and met the requirements detailed in the improvement notice. The findings of this were laid out in the report laid before parliament on 28 April.

We carried out an inspection of this care home on 29 June 2021.

The home supported people to have safe indoor and outdoor visiting in line with Open with Care guidance.

We had serious concerns about the care people were receiving. We observed a poor mealtime experience for people experiencing care where no choice or variation to the food on offer was given. This lack of choice was also evident in bathing and showering facilities for people. Records indicated a limited and task orientated approach to personal care that did not put the needs and wishes of the individual at the heart of their care. There was a lack of meaningful indoor and outdoor activities for people. We also observed poor management of medication and lack of training and competency in dementia care within the home.

When assessing the environment, we found issues that indicated some cleaning tasks needed to improve. Quality assurance systems and processes around these tasks needed to improve to highlight problems sooner and ensure appropriate action is taken to rectify concerns. The provider must put in place robust governance and quality assurance procedures.

As a result of our findings in this inspection we issued an improvement notice.

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

We will undertake further visits to monitor progress and to ensure improvements required are put in place by this service.

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

### **Evaluations**

Key question 1: How well do we support people's wellbeing? - Unsatisfactory

QI 1.1: People experience compassion, dignity and respect - Unsatisfactory

QI 1.2: People get the most out of life - Unsatisfactory

QI 1.3: People's health benefits from their care and support - Unsatisfactory

Key question 4: How good is our setting? - Unsatisfactory

QI 4.1: People experience high quality facilities – Unsatisfactory

Key question 7: How good is our care and support during the Covid-19 pandemic? – Weak

QI 7.2: Infection prevention and control practices – Weak

QI 7.3: Staffing arrangements – Adequate.

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

Forth View Care Centre, is a care home registered to provide care to 45 older people and 10 adults with physical and sensory impairment. The provider is Balhousie Care Ltd.

We carried out an inspection on 12 August 2020, the findings of which were outlined in the report laid before parliament on 19 August. Following an unannounced visit on 21 December, to investigate two complaints which were upheld, we issued a letter of serious concern. We made further visits on 6 and 12 January to follow up the letter of serious concern. We were concerned that improvements had not been made and issued an improvement notice to the service on 15 January and reported on our findings in the report laid before parliament on 21 January. A further visit to the home on 9 March was carried out to follow up on the improvements that were required. The service had met the requirements within the improvement notice. The findings of this inspection were outlined in the report laid before parliament on 17 March.

We undertook an unannounced inspection was carried out on 19 and 21 May. While some improvements had been sustained since the previous inspection, we identified new issues of concern and given the risks to people we issued an improvement notice to the service on 28 May. The findings of this were laid before parliament on 9 June.

We carried out a further inspection of the service on 30 June 2021 to follow up on all four requirements stated in the improvement notice.

The requirement about a safe, clean and well-maintained environment had been met satisfactorily. While there had been some limited progress in relation to the other three requirements, these had not been met in full but there was evidence of improved practice by the service. We extended the timescales for these requirements which related to staffing, care planning and delivery and effective leadership of the service.

The home had reopened to indoor visiting and was supporting people to take trips out with family. This was in line with Scottish Government Open with Care guidance.

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

We will undertake further visits to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1: People's health and wellbeing – Weak

QI 7.2: Infection prevention and control practices – Adequate

QI 7.3: Staffing arrangements – Weak.

## **Upper Springland - Rosiebank Tummel, Perth**

Upper Springland - Rosiebank Tummel is registered to provide a care home service for 12 adults with a physical and/or learning disability, which includes respite placements. The provider is Capability Scotland.

We carried out an unannounced inspection of the service on 8 May, the findings of which were outlined in the report laid before parliament on 23 June.

We completed a further visit to the home on 30 June to follow up on the improvements that were required in relation to the cleanliness of the environment and the equipment used by residents.

When we visited on 30 June the home was clean, tidy, and well maintained. Rusty equipment had been replaced and enhanced cleaning schedules were in place, this included regular mattress checks. A large waste receptacle for clinical waste had been purchased and deployed externally and this was available for staff to use when required. The home had made the necessary improvements required.

We discussed the on-going need for general up-keep of the property and the need for robust governance and quality assurance.

People were supported by staff who were familiar with their choices, routines, and preferences. Staff were compassionate and patient in their interactions.

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

## **Evaluations**

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

## Nazareth House, Bonnyrigg

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

We carried out an initial inspection of the service on 22 January, the findings of which are outlined in our report laid before parliament on 4 February. We returned on the 3 March to follow up on the previous requirements, the findings of which were outlined in our report laid before parliament on the 8 March. We visited again on the 18 May to follow up on previous requirements, during that inspection we issued a letter of serious concern. The findings of this were laid out before parliament on the 27 May.

We carried out an unannounced inspection on the 30 June to follow up on the outstanding requirements about improvements needed to staffing, medication, and personal planning.

Staffing had improved to ensure that basic care for people was met. However, this was task orientated and was not planned taking account of people's wishes as well as their needs. People needed to be better supported to enable them to get the most out of life. This included increased opportunities to going outdoors, enhanced mealtime experiences and activities and engagement with staff and the community. Personal planning needed to improve to promote people's wellbeing. Medication management had improved.

Indoor visiting was taking place and was progressing in line with Scottish Government Open with Care guidance.

The environment was clean with enhanced cleaning schedules in place. Domestic and laundry staff were knowledgeable and followed correct guidance and procedures. There was adequate access to PPE and most staff used this correctly. Staff had completed training and were knowledgeable about infection prevention and control.

We informed Midlothian health and social care partnership of our findings and they continue to provide support to the home.

We will undertake a further visit to monitor progress.

### **Evaluations**

Key question 1: How well do we support people's wellbeing? - Weak

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

Key question 7: How good is our care and support during the Covid-19 pandemic? – Adequate

QI 7.2: Infection prevention and control practices – Adequate

QI 7.3: Staffing arrangements – Adequate.

## **Abbeydale Court Care Centre, Hamilton**

Abbeydale Court Care Centre is a care home registered to provide care to 109 older people. This includes up to 10 places for adults aged 50 years and above with care needs associated with ageing. The provider is Abbey Healthcare (Hamilton) Limited.

We carried out an inspection on 5 June 2020, the findings of which were outlined in the report laid before parliament on 10 June. We carried out a further inspection on 27 October, the findings of which were outlined in the report laid before parliament on 11 November. We completed a further visit to the home on 15 December to follow up on the improvements required. We outlined our findings in the report laid before parliament on 23 December.

We completed a further inspection of the home on 30 June and 1 July 2021

We observed that staff were kind and considerate in their interactions with residents. Relatives we spoke with said that this was also their experience and described staff as respectful, patient and caring.

Care plans were person centred and contained a good level of information to guide the care and support staff delivered. Anticipatory care plans informed staff of peoples wishes should they become unwell.

The service had good links to health professionals and staff were proactive about accessing specialist support and advice in response to people's changing health care needs.

People were supported to maintain contact with those important to them and the service was supporting meaningful contact in the home following Scottish Government Open with Care guidance.

Opportunities for people to take part in meaningful activities to support their wellbeing had reduced. The deployment of staff had been reviewed to take account of this and a wellbeing team was due to resume its role.

The home environment and furnishings looked clean. However, on closer inspection we identified that more deep cleaning was required in some bedroom areas to reduce the risk of infection.

Staff completed infection prevention and control training and had access to guidance. We observed some staff to not follow guidance. Further staff training and oversight of staff practice is required to monitor infection prevention and control practices within the home.

Quality assurance processes were in place, these require to be developed further to support continuous improvement within the service.

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

### **Evaluations**

Key question 1: How well do we support people's wellbeing? - Adequate

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

Key question 7 How good is our care and support during the Covid-19 pandemic? – Adequate

QI 7.2: Infection prevention and control practices – Adequate

QI 7.3: Staffing arrangements – Adequate.

## Highbank, Dalkeith

Highbank is registered to provide a care service to a maximum of 40 people. The provider is Midlothian Council.

We carried out an unannounced inspection of the care home concluding on 1 July. This inspection included following up a requirement from a complaint made in March about improving information available about the home for people, this had improved.

People were being supported in a caring and compassionate way by staff who were familiar with their needs and preferences. People spoke positively about staff. Staffing was sufficient to meet the needs of the people receiving care.

People were supported to keep in touch with family and friends and to have indoor and garden visits. The service needed to increase the frequency, duration and number of people on visits, in line with the Scottish Government Open with Care guidance. People were enjoying activities in the garden and were supported to go out. Being able to move more freely throughout all areas of the home would support people to remain active and have further opportunities to socialise with others.

People's support plans were developed from the outcomes people wanted to achieve. Improvements were agreed about assessing and managing people's risk of falls. People benefited from good joint working with health and social care professionals.

The home was clean and tidy. Some areas of the environment needed refurbishment to ensure surfaces were easily cleaned to reduce risks of cross infection. The provider had a plan in place to address this.

There were plentiful supplies of PPE. Further PPE stations in each unit and more appropriate hand sanitiser dispensers would be helpful. Staff had received training about Covid-19 and infection prevention control and enhanced cleaning schedules were in place.

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

## Evaluations

Key question 1: How well do we support people's wellbeing? - Good

QI 1.1: People experience compassion, dignity and respect - Good

QI 1.2: People get the most out of life - Good

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

Key question 7: How good is our care and support during the Covid-19 pandemic? – Good

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Good.

## Letham Park Care Home, Edinburgh

Letham Park care home is registered to provide care for up to 70 older people. The provider is Renaissance Care (No 1) Limited.

We carried out an unannounced inspection of the care home beginning on 1 July.

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. People had been encouraged and supported to keep in touch with their families and indoor visits and outings were taking place in line with Scottish Government Open with Care guidance.

Anticipatory care plans were completed which reflected people's choices for end-of-life care and other circumstances. Activity staff were fully engaged with people, and we could see the positive wellbeing benefits of this. However, other than planned activity there was little time for staff to engage with residents in a meaningful way.

There were insufficient staff to meet the needs of people experiencing care in the service. The layout of the building, the needs of people and the current staffing numbers made it difficult for staff to support people to make sure the outcomes of care were always positive.

Some people's health and wellbeing had improved since admission to the home. Areas of practice such as aspects of medicines management, nutritional care and skin care could be improved to make sure that residents always experienced positive outcomes.

The laundry was clean and well organised. There were good supplies of PPE. Staff had completed relevant training in infection prevention and control and there were ongoing competency checks. Handwashing sinks and alcohol-based hand rub was not always easily accessible. Cleaning regimes were in place, but these were not sufficient to ensure all equipment, furniture and areas were cleaned effectively.

Cleaning was affected because some areas of the home needed repair, refurbishment, and redecoration. There was a lack of staff to carry out the cleaning.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? – Adequate

QI 1.1: People experience compassion, dignity and respect - Adequate

QI 1.2: People get the most out of life - Adequate

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

Key question 7: How good is our care and support during the Covid-19 pandemic? – Weak

QI 7.2: Infection prevention and control practices – Weak

QI 7.3: Staffing arrangements – Weak.

## **Strachan House Care Home, Edinburgh**

Strachan House Care Home is registered to provide a service to a maximum of 83 older people. The provider is Barchester Healthcare Ltd.

We carried out an unannounced visit to the care home on 1 July 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 visiting was encouraged.

The home was clean and generally well maintained. Enhanced cleaning was in place for touch points and communal areas. There were cleaning schedules in place and quality assurance systems for monitoring these processes. Some additional cleaning was required for the underside of some furniture, fittings and equipment.

The service was preparing to introduce new infection prevention and control guidance. There were sufficient supplies of PPE and staff used this appropriately. PPE stations were well stocked. Disposal bags should be available at each PPE station. People were supported to physically distance in lounge areas sensitively.

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

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:

7.2: Infection prevention and control practices – Good.

## Darroch Nursing Home, Glasgow

Darroch Nursing Home is registered to provide care to 40 older people. The provider is Darroch Nursing Home Limited.

We carried out an initial unannounced inspection of the service on 27 May. There were serious concerns about the cleanliness of the environment, shared care equipment, mattresses, and dining room chairs, which increased the potential for infection. We issued a letter of serious concern to the provider on 28 May which detailed immediate action the home must take. We visited the home on 1 June, we found some improvements had been made, however, this was not yet meeting the standards required to keep people safe. We served an improvement notice on 4 June, requiring improvement in the cleanliness, practice and management oversight within this service by 16 June. We completed a further visit to the home on 16 June and found that while there had been a number of significant improvements made, there were not enough to fully meet the improvement notice. We extended the timescale of the improvement notice to 1 July.

We returned to the home on 1 July and found that there had been sufficient improvements made to meet the requirements of the improvement notice. These were specifically in relation to the cleanliness of the environment and equipment, knowledge of staff and implementation of effective quality assurance systems.

We informed North Lanarkshire 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.

## Elderslie Project, Johnstone

Elderslie Project is a care home registered to provide care to a maximum of nine adults. The provider is The Mungo Foundation.

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

People were supported to keep contact with family and friends. They enjoyed visits in line with Scottish Government Open with Care guidance. Feedback from families was positive.

The service experienced significant challenges over the last year. A new manager had been appointed to oversee this period of major transition.

People experienced compassionate care and support. Staff had positive relationships with healthcare professionals that contributed to good health outcomes. People's support plans should be developed to include strategies when people experience stress and distress, need comfort, or support with sensory issues, eating and drinking.

Support plans identified choices and preferences. Staff were familiar with people's needs. People were supported to keep active, including a range of outdoor and indoor activities. There was a staff contingency plan in place however, recent staff shortages reduced people's ability to participate in activities.

Where people's independence, choice and control are restricted the service must ensure there are legal arrangements and consents in place. The service should keep clear records about people's guardianships, including any powers that have been delegated to staff.

The premises required work to improve the environment. Remedial work to the exterior, internal decoration and refurbishment was a priority. Daily safety checks must be completed consistently to ensure a safe environment. PPE supplies were available, but not always disposed of or worn safely. Staff must complete all infection prevention and control modules and the service must introduce assurance systems to monitor and improve staff competency in this area.

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

We will undertake a further visit to monitor improvements required.

### Evaluations

Key question 1: How well do we support people's wellbeing? – Weak

QI 1.1: People experience compassion, dignity and respect - Adequate

QI 1.2: People get the most out of life - Adequate

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

Key question 2: – How good is our leadership? - Adequate

QI 2.2: Quality Assurance and improvement is led well. – Adequate

Key question 4: - How good is our setting? - Weak

QI 4.1: People benefit from high quality facilities – Weak

Key question 7: How good is our care and support during the Covid-19 pandemic? – Adequate

QI 7.2: Infection prevention and control practices – Adequate

QI 7.3: Staffing arrangements – Adequate

## **Balhousie Coupar Angus, Blairgowrie**

Balhousie Coupar Angus is a care home registered to provide care to 42 older people. The provider is Balhousie Care Ltd.

We carried out an inspection on 22 October 2020, the findings of which are outlined in our report laid before parliament 11 November. We carried out an unannounced inspection of the care home on 2 June, the findings of which are outlined in our report laid before parliament 23 June.

We completed a further visit on 13 July to follow up on improvements required.

The service was progressing well with implementing Scottish Government Open with Care guidance indoor visits were taking place and people were enjoying outings in the local community.

Individual personal plans provided good information on how current care and support needs were being managed. The service had good links with external professionals to support wellbeing.

The home environment was generally clean and well maintained, appropriate storage for toiletries had been put in place in all en-suite bathrooms. Enhanced cleaning schedules were in place. Laundry management had improved, ensuring infection control measures were applied consistently. PPE supplies were good, and sufficient clinical waste bins were now accessible.

The staffing arrangements were adequate to meet the physical and health care needs of the people receiving care in the service. The service was working towards improving social stimulation and increasing opportunities for people to engage in meaningful activities and this should continue to progress.

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

We will undertake a further visit to monitor progress.

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

## Evaluations

Key question 1: 'How well do we support people's wellbeing?' – Adequate

QI 1.1: People experience compassion, dignity and respect - Good

QI 1.2: People get the most out of life - Adequate

QI 1.3: Peoples health benefits from their care and support - Adequate

Key question 5: How well is our care and support planned? – Good

QI 5.2: Families and carers are involved - Good

Key question 7: How good is our care and support during the Covid-19 pandemic? – Adequate

QI 7.2: Infection prevention and control practices - Adequate

QI 7.3: Staffing arrangements - Adequate

## Drummond Grange Nursing Home, Midlothian

Drummond Grange Nursing Home is registered to provide a care service to a maximum of 114 people. The provider is Barchester Healthcare Ltd.

We carried out an initial inspection of the service on 15 June, the findings of which were outlined in the report laid before Parliament on 7 July.

We carried out an inspection on 5 July to follow up on the improvements required in relation to infection prevention and control.

Improvements had been achieved in relation to the requirements identified at the previous inspection, use of fans and hand hygiene. Staff had improved their hand hygiene for both themselves and the people they support. We were reassured this had improved from direct observations carried out by us and the manager of the service.

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

## 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 Covid-19 inspection of the care home on 12 and 13 May, the findings of which were outlined in the report laid before Parliament on 26 May.

We carried out a follow-up inspection on 5 July to assess progress on improvements that were required in relation to care planning and laundry provision and management.

We observed staff interactions were kind and caring. The new management team were reviewing the care plans, this review had just started. They intend to have a person-centred plan for each resident which is reflective of their assessed needs.

There are plans in place to fully refurbish the laundry by the end of August. A new laundry trolley had been purchased for the safe transportation of clean laundry and staff were aware of good infection prevention and control practice.

We will continue to monitor and support the service and we will be undertaking a further inspection of this service.

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

## **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 were outlined in the report laid before parliament on 28 October. We carried out an unannounced inspection on 12 and 14 May, the findings of which were outlined in the report laid before parliament on 26 May. We carried an unannounced inspection on 9 June, the findings of which were laid before parliament on 23 June.

We carried out a further unannounced inspection on the 6 July to follow up on progress made on the required improvements.

People living at the service were well cared for, with warm interactions from staff who were familiar with their support needs and choices. We saw people engaged in supportive and friendly interactions and meaningful activities of their choice. There were enough staff available, and they were involved in supporting people to help fulfil their day.

Indoor visiting between relatives and people living in the service was taking place. Visiting arrangements had been progressed in line with Scottish Government Open with Care guidance to enable increased contact.

We saw improvements in relation to infection prevention and control practices. We saw that there had been good progress made in this area. The care home and items of equipment had been cleaned properly and damaged equipment replaced, this reduced the risk of infection. Further improvement was needed for checks and audits to ensure an environment that consistently promotes the health and welfare of people, and to evidence robust quality assurance processes.

We informed Angus 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 7.2: Infection prevention and control practices – Adequate.

## **Dundonald House, Kilmarnock**

Dundonald House is a care home registered to provide care to up to 90 older people. The service is owned by Dundonald House Nursing Home Ltd.

We conducted an unannounced visit to the care home on 6 July 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.

The home was clean, tidy, and well maintained. PPE stations were easily accessible and well stocked. Staff had received training in infection prevention and control. PPE was being worn appropriately.

Quality assurance systems were in place, however we identified this required to be more robust in some areas to include further checks. Risk assessments have been carried out and appropriate action taken with the aim of minimising infection transmission.

Family contact was supported by the staff using telephones and technology and all types of visiting were being actively encouraged. People were enjoying indoor visiting in line with Scottish Government Open with Care guidance.

We shared our findings with South Ayrshire health and social care partnership.

## **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.

## **Wyndwell Care Home, Peterhead**

Wyndwell care home is registered to provide care to 31 older people. The provider is Renaissance Care Ltd.

We carried out an inspection of this care home between 6 and 12 July.

Care staff were warm and friendly in their interactions with people but essentially task focused. Some people in the home appeared disengaged and inactive for periods throughout the day. Visiting was not being coordinated in line with Scottish Government Open with Care guidance, with no opportunities for relatives or friends to visit at the weekend. This affected the frequency that some families could visit. The provider must improve this and enable visits at the weekend.

Support plans and personal records did not always clearly identify the individual's needs. When an incident or accident had occurred, there was a risk of recurrence due to the failure to put appropriate measures in place to reduce the risks to people. Medication storage and administration in the home was not in line with best practice. Staff management of wounds was good.

The home appeared clean and was not cluttered. Cleaning equipment and solutions were in line with infection prevention and control standards. Some parts of the building and equipment were not up to a high standard of repair and this needs to be addressed quickly to keep people safe.

Staff training in infection prevention and control was up to date, however this was not always reflected in practice. For example, staff did not always carry out hand hygiene appropriately and the use of PPE was inconsistent.

There were enough care and nursing staff in the home, but not enough domestic staff. The oversight and allocation of carers needs to improve to promote consistency in care standards.

Improvements are needed to the oversight of the home to ensure that safe and appropriate standards are met and maintained. Additional domestic staff are required to ensure enhanced cleaning can be maintained.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Weak

QI 1.1: People experience compassion, dignity and respect - Weak

QI 1.2: People get the most out of life - Weak

QI 1.3: People's health benefits from their care and support - Weak

Key question 2: How good is our leadership? - Weak

QI 2.2: Quality assurance and improvement is led well – Weak

Key question 7: How good is our care and support during the Covid-19 pandemic? – Weak

QI 7.1: People's health and wellbeing – Weak

QI 7.2 :Infection prevention and control practices – Weak

QI 7.3: Staffing arrangements – Weak.

## **Kingsacre Luxury Suites, Glasgow**

Kingsacre Luxury Suites is registered to provide care to 66 older people. The provider is Care Concern Group – Kingsacre.

We carried out an inspection of the service on 16 September with Healthcare Improvement Scotland and completed a follow-up inspection on 15 December. The findings are outlined in our reports laid before parliament on 30 September and 23 December, respectively. We completed an unannounced inspection with Healthcare Improvement Scotland on 13 January, the findings of which are outlined in our report laid before parliament on 3 February. We carried out a further inspection with Healthcare Improvement Scotland on 18 February, the findings of which were outlined in our report to parliament on 3 March.

We carried out an unannounced full inspection of the care home on 6 and 7 July.

Indoor visiting by family members was well managed in line with Scottish Government Open with Care guidance. The feedback from families regarding care was positive including that the service kept them informed of any changes in their relative's care.

Residents were cared for by staff who had detailed knowledge of their likes, dislikes, and preferences. Staff treated people with kindness, compassion, and patience. There was a lovely, relaxed atmosphere throughout our visit. Staffing levels were appropriate to meet people's needs.

The home was very clean and free of odours. All staff continued to follow best practice infection prevention control measures. Management monitored the environment daily to ensure that high standards were maintained.

Staff had good relations with the local partnership and worked effectively with other health professionals to ensure people received the right care at the right time. Staff were being trained in person centred and outcomes focused personal planning. While some progress had been achieved more remains to be done.

The internal and external areas of the home were well maintained. There was ample open space and lounge areas within each unit for residents to move around freely. Following lockdowns, when several residents were reluctant to leave their rooms, staff were organising a range of one to one and group activities to encourage people to socialise more.

Staffing levels were appropriate to meet people's needs. Good quality assurance systems were in place and a new manager was working closely with staff to further improve the quality of care delivered.

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

## Evaluations

Key question 1: How well do we support people's wellbeing? – Good

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

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

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

Key question 2: How good is our leadership? – Good

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

Key question 3: How good is our staff team? – Good

QI 3.1: Staff have been recruited well – Good

QI 3.2: Staff knowledge, competence and development – Good

Key question 4: How good is our setting? – Good

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

Key question 5: How well is our care and support planned? – Good

QI 5.1: Assessment and care planning – Good

Key question 7: How good is our care and support during the Covid-19 pandemic? – Good

QI 7.1: People's health and wellbeing – Good

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Good

## Oakbridge Care Home, Knightswood, Glasgow

Oakbridge Care Home is registered to provide a care home service to a maximum of 85 older adults. The provider is Oakbridge Care Ltd.

We carried out an unannounced inspection of the service on 6, 7 and 8 July. There were kind, respectful, and positive interactions between residents and staff. People were cared for by an experienced staff team who knew their needs and preferences well.

People were supported to keep active by taking part in stimulating activities in both communal and one-to-one settings. The service ensured all people, including those with complex needs, had meaningful interactions. There were regular indoor visits from relatives, in line with Scottish Government Open with Care guidance.

The service met people's health needs well in practice. We required the service to make improvements around care planning. This included additional assessment and planning for people with specific needs such as needs related to stress and distress. Advice from external professionals should always be recorded in updated care plans.

Staff had received appropriate training in Covid-19 and demonstrated good knowledge of infection prevention and control. The care home was clean, tidy, and free of clutter. This was achieved through an enhanced cleaning schedule. Practice around laundry and waste management was in line with best practice guidance, and standards were maintained through a robust quality assurance system.

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

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

## **Evaluations**

Key question 1: How well do we support people's wellbeing? – Adequate

QI 1:1: People experience compassion, dignity, and respect – Good.

QI 1:2: People get the most out of life – Good.

QI 1:3: People's health benefits from their care and support – Adequate.

Key question 7: How good is our care and support during the Covid-19 pandemic?  
– Good

QI 7.2: Infection prevention and control practices – Good.

QI 7.3: Staffing arrangements - Good.

## **Speyside (Care Home), Aberlour**

Speyside care home is registered to provide care to 41 older people. The service is operated by the Parklands Group.

We carried out an unannounced inspection of the care home on 6 and 7 July.

We observed kind and compassionate interactions between people. The feedback from families was positive. They told us staff were always respectful. Families felt informed and involved in their relatives' care.

There were enough staff to meet people's physical care needs safely. However more staff support was required to help people get the most out of life. The provider was in the process of recruiting a new member of staff who will support people to take part in activities they enjoy.

People had been supported to maintain contact with family and friends through phone calls and other technology. People were enjoying visits in their own rooms, in line with Scottish Government Open with Care guidance.

Staff had enough information to meet people's needs and care for them safely. People's health and care needs had been reviewed. Care plans included anticipating people's future wishes should their health change.

Access to external healthcare professionals was good and their advice was acted upon by the service. Details of their input was documented in care plans.

Staff were knowledgeable about the signs and symptoms of Covid-19 and about infection prevention and control. The care home was clean and clutter free, yet homely. There were good monitoring processes for cleaning and infection prevention and control. We found that there was a potential infection risk in the service's current arrangements for handling of linen which was addressed by the service. PPE supplies were readily available and used in line with guidance.

There was a staffing contingency plan to help manage staff shortages. Staff felt valued and well supported.

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

## **Evaluations**

Key question 1: How well do we support people's wellbeing? – Adequate

QI 1.1: People experience compassion, dignity and respect – Very 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

Key question 7 How good is our care and support during the Covid-19 pandemic? – Good

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Good.

## **Rowandale Nursing Home, Glasgow**

Rowandale Nursing Home is registered to provide care for up to 28 older people. The provider is Forth Care Limited.

We carried out an initial inspection of the service on 28 July 2020 and follow-up visits on 31 July, 25 August, and 1 October. The findings of these visits were outlined in the reports laid before parliament on 19 August, 2 September, and 14 October.

We carried out an unannounced inspection of this care home on 7 and 8 July 2021.

People were supported by a staff team who were familiar to them and knew them well. People's nutrition and hydration was being supported and promoted by the staff. A visiting professional spoke positively about the support staff provided to people receiving care.

Indoor visiting with designated relatives was taking place. The service needs to do more to ensure visiting arrangements are aligned with Scottish Government Open with Care guidance.

People need to be better supported to get the most out of life. This includes increased opportunities to access the outdoors, enhanced mealtime experience, day-to-day activities and engagement with staff.

Care planning needs to improve, in particular planning to support effective wound care management. Treatment plans were not always effectively planned, reviewed and evaluated to promote people's wellbeing. Further work is required to ensure that people's personal plans reflect their assessed needs.

Cleaning regimes were in place, but these would be enhanced with better auditing and quality assurance systems to ensure standards were maintained and any concerns rectified.

There was good signage in place around the home, a robust waste management system and accessible hand washing facilities. PPE supplies were good and available to staff throughout the home. Staff usually wore PPE safely but occasionally we observed staff not using PPE correctly. Management oversight and quality assurance requires to be strengthened.

To ensure people had the right level of support, further development of the dependency tool was required to ensure the right level of staff were available at all times to meet people's needs. The service needs to have a Covid-19 contingency plan to determine how to safely meet people's needs in the event of an outbreak. Staff had not received refresher training in infection prevention and control and Covid-19. We also identified improvements required in the safe recruitment and induction of staff.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? – Weak

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 – Weak.

Key question 7: How good is our care and support during the Covid-19 pandemic? – Weak

QI 7.2: Infection prevention and control practices – Weak

QI 7.3: Staffing arrangements – Weak.

## Alderwood House, Dumbarton

Alderwood House is a care home registered to provide care to 32 adults with a non-acute mental health diagnosis. The provider is Alderwood House Limited, part of the Meallmore organisation.

We carried out an unannounced inspection of the care home on 6 July. This was the first inspection of this service, which was registered by the Care Inspectorate on 18 February 2021.

We observed kind and compassionate interactions between people and staff. Staff were familiar with people's needs and preferences. People were able to move freely around the home and staff supported some people on visits to the local community. Some group activities were organised but not everyone chose to take part. The timing of activities was sometimes subject to staff availability.

Visiting was in line with Scottish Government Open with Care guidance and people could enjoy visits in their own rooms and in the garden.

The home was very clean, tidy, and well maintained. Enhanced cleaning schedules were in place. This included frequent cleaning of touch points throughout the home. PPE supplies were good and were easily accessible to staff throughout the home. Staff had received training and had very good knowledge about Covid-19 and infection prevention and control. Staff were using the appropriate PPE in line with guidance.

The current low occupancy and spacious environment meant that staff were able to promote social distancing with the people they supported. The building was also well ventilated.

Individual personal plans were good, overall, but we noted some gaps in recording health related information that would be relevant for staff to know. The service was still developing links with a range of health professionals to ensure people's health and wellbeing was maintained.

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

### Evaluations

Key question 1: How well do we support people's wellbeing? – Good

QI 1.1: People experience compassion, dignity and respect – Very good

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

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

Key question 7: How good is our care and support during the Covid-19 pandemic? – Very good

QI 7.2: Infection prevention and control practices – Very good

QI 7.3: Staffing arrangements – Very good

## Ochil Care Home, Perth

Ochil care home is registered to provide care and support for up to 81 people. The provider is Barchester Healthcare.

We carried out an unannounced inspection of the service on 28 April, the findings of which are outlined in our report laid before parliament on 12 May.

We carried out a further inspection on 13 July to follow up on areas for improvement in relation to quality assurance, formal care reviews and consultation with people who use the service.

We saw warm and respectful interactions between staff and people experiencing care. People were supported to stay in touch with family and friends and indoor visiting was in place in line with Scottish Government Open with Care guidance. Relatives were positive about the care provided and how the service updated them during the pandemic.

The environment was clean and there were sufficient supplies of PPE. Enhanced cleaning routines were in place. Managerial oversight and quality assurance processes had been strengthened in relation to the standards of cleanliness.

The service had not undertaken any formal reviews of people's support needs. This remains an area for improvement.

Meetings with residents were in place but they were not well attended. How the service captures people's views and how it consults with people remains an area for improvement.

Opportunities for people to take part in social activities were limited. We identified a need to improve social stimulation and support for people to remain physically active.

There was a need to review staffing arrangements to ensure that people can participate in activities of their choice and that help promote their wellbeing. We made this a requirement for the service.

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

### **Evaluations**

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

## Alford Service, Aberdeen

Alford Service is a care home registered to provide care to 12 adults with mental health issues and physical disabilities. The provider is The Richmond Fellowship Scotland.

We carried out an initial inspection of the service on 6 May, the findings of which were outlined in the report laid before parliament on 27 May.

We completed further visits to the home on 12 and 13 July to follow up on the improvements that were required in relation to activities for residents, infection prevention and control measures and staffing.

At the previous inspection on 6 May, there had been limited opportunities for people to engage in meaningful activities, and there was unsafe practice in a number of areas. This was due to a combination of poor care plans, staff practice and poor leadership. We carried out a further inspection on 12 and 13 July, there were clear care plans in place. Individual ideas and descriptions of support enabled staff to know how people liked to be supported. The leadership was active and positive, and this was reflected in staff behaviours. The result was more thoughtful and safer practice than previously, leading to a variety of activities being available for individuals and groups. Adequate procedures were in place for family visits and phone calls were supported sensitively for all parties.

In relation to infection prevention and control we saw much improved practice including good use of PPE and a clean and tidy environment.

A new leadership team had increased the staffing to improve people's safety and had also installed effective technology to aid staff. An assessment was underway, to understand the optimum staff numbers to achieve the best staffing strategy for the future.

The leadership team was implementing all guidance and procedures and monitoring the results of these with a view to embedding good practice and consistent standards.

All the requirements for this service have been met and we anticipate the improvements made can be maintained.

We informed Aberdeenshire 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**

Key question 2: How good is our leadership? - Adequate

QI 2.2: Quality assurance and improvement is led well - Adequate

Key question 7: How good is our care and support during the Covid-19 pandemic? – Adequate

QI 7.1: People's health and wellbeing – Adequate

QI 7.2: Infection prevention and control practices – Adequate

QI 7.3: Staffing arrangements – Adequate.

## **Henderson House, Dalgety Bay**

Henderson House is a care home registered to provide care for 60 older people. The provider is Henderson Care Home Limited.

We carried out an unannounced inspection of the care home on 13 October 2020, the findings of which were outlined in the report laid before parliament on 28 October.

We carried out an inspection of this service on 13 July. This was to follow up on concerns identified in relation to the environment and infection, prevention and control following an upheld complaint.

The home was clean with good routines and schedules in place. Some small repairs and tidying had been completed. An action plan had been created for the repair and upgrade to the fabric of the building.

The service had improved infection prevention and control practice. There was a sufficient supply of PPE which was stored safely and could be easily accessed by staff. Staff had received training in infection prevention and control, awareness of Covid-19 and on how to use and dispose of PPE safely.

Visiting was being progressed in line with Scottish Government Open with Care guidance and people were receiving visitors in the home.

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

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

### **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.2: Infection prevention and control practices - Adequate

QI 7.3: Staffing arrangements – Adequate.

## **Moorpark Place, Kilbirnie**

Moorpark Place is registered to provide a care home service in single occupancy houses to a maximum of 25 adults aged 18-65 years with Autism, Asperger's Syndrome, and/or, people who display autistic traits. The provider is Huntercombe Adult Limited.

We carried out an unannounced inspection of the care home on 8, 9 and 10 June which was outlined in the previous report laid before parliament on 23 June 2021.

We carried out a further visit on the 14 July to follow up on the improvements required.

Improvements had been achieved in relation to people's homes, however quality assurance systems regarding infection prevention and control needed further improvement.

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

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

## **Evaluations**

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

## **Rosturk House, Cupar**

Rosturk House is a care home registered to provide care to 54 older adults. The provider is Rosturk House Limited.

We carried out an unannounced visit to the care home on 14 July 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.

We observed kind and compassionate interactions between people. Staff were familiar with people's needs and preferences. People had been supported to maintain contact with family and friends through phone calls and other technology. People were enjoying visits in their own rooms in line with Scottish Government Open with Care guidance.

Staff were knowledgeable about the signs and symptoms of Covid-19 and infection prevention and control. Staff had enough information to meet people's needs and care for them safely. Access to external healthcare professionals was good and details of their input was clearly documented in care plans.

Areas of the care home were not clean and clutter free. There were weak systems for cleaning and infection prevention and control. There were insufficient staffing hours for domestic and deep cleaning routines. Enhanced cleaning schedules and robust monitoring systems were not in place. Cleaning and decontamination of reusable equipment was not always in line with best practice guidance. Although PPE supplies were readily available and used in line with guidance, these were not always safely stored to protect them from dust or spillages.

There were not enough staff to meet people's needs. There was a staffing contingency plan to help manage staff shortages, however this was not successful in ensuring staffing levels were adequate. We noted that people were unable to move freely around the home or supported to remain active. Generally, staff did not feel valued and well supported. They were not empowered to make decisions that had positive health outcomes for people.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.2: Infection prevention and control practices - Weak

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