



Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 29 September 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 15 September 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 (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.

Murrayside, Edinburgh

Murrayside is a care home registered to provide care to 63 older people. The provider is Care UK Community Partnerships Ltd.

We carried out an inspection of this care home between 1 September and 14 September.

Staff cared for people with compassion, dignity and respect and were knowledgeable about people's needs. Interactions between staff and people who live in the home were caring. People recognised familiar staff faces and were able to ask for assistance. Some individuals told us that it could take time for staff to respond to call alarms.

Families were being supported to visit in line with Scottish Government Open with Care guidance. People were able to access pleasant outdoor areas and enjoyed a range of planned activity offered daily. The opportunity for engagement and stimulation needed to improve for those who remained in their rooms.

Improvements in records keeping were needed in respect of nutrition, skin care and care planning to help ensure that care and support was monitored more effectively.

The home environment appeared clean. The home had plentiful supplies of PPE, and staff had received appropriate training to use it. PPE stations should be checked more regularly to ensure they are always fully stocked. Staff had completed training on infection prevention and control.

Staffing levels were sufficient to meet people's essential care needs. More staff were needed to ensure that people were supported to get the most out of life. Steps were being taken to recruit to two vacant posts.

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? – Adequate

QI 7.2: Infection prevention and control practices – Adequate

QI 7.3: Staffing arrangements – Adequate

Whim Hall Care Home, West Linton

Whim Hall Care Home is registered to provide care to 44 older people. The provider is St Philips Care Limited.

We carried out an initial inspection of the service on 2 June, the findings of which were outlined in the report laid before Parliament on 23 June.

We carried out a further visit on 1 September to follow up on the improvements required in relation to staff training and safe staffing levels.

The service had a change of management since our inspection in June. The provider had started to make progress with the implementation of improvements.

Visiting arrangements had been progressed in line with Scottish Government Open with Care guidance.

Staff had received training in relation to some of the requirements made. However, further training was still required to ensure staff were skilled to better support people's needs, including dementia training for all staff.

Staff levels were sufficient. Staff were responsive to people's needs and had time to support people with meaningful activities. This was being reviewed to expand and further improve opportunities for people. However, the home was not at full occupancy and the provider must review staffing as more people move into the home.

While there were improvements, further improvements were required to be made and sustained.

We informed Scottish Borders health and social care partnership who are working closely with the service to support improvements.

We will carry out a further visit to monitor progress.

Evaluations

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

Fleet Valley Care Home, Gatehouse of Fleet

Fleet Valley Care Home is registered to provide a care service to a maximum of 43 older people, including a maximum of five adults aged 50 years and above with care and support needs associated with ageing. The provider is Fleet Valley Care Ltd.

We carried out an unannounced inspection on 7 and 8 September.

There were kind and compassionate interactions between staff and people living in the home. The service was proactive in providing families with regular updates

about their relatives. Social distancing was managed sensitively, and people were supported to move around safely.

The availability of meaningful and stimulating activities to support people's physical and mental wellbeing was limited and needed to be improved. The garden area was pleasant and accessible for people to use.

The home was working towards full compliance with Scottish Government Open with Care guidance. Families were also encouraged to provide direct care and support where it was assessed to be beneficial for their relatives.

The staff team were responsive to people's wellbeing needs. People 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 had positive working relationships with external health practitioners who helped to support positive outcomes for people.

The home was clean and tidy. A refurbishment plan was being developed to improve areas of the home. Enhanced cleaning schedules were in place and staff were confident in cleaning processes. The home managed laundry and clinical waste, in line with guidance. There were good supplies of PPE and staff were seen to use, wear and dispose of PPE appropriately. Staff knowledge about infection prevention and control was good.

A range of Covid-19 related audits and checks were undertaken regularly, this included observations of staff practice.

We informed Dumfries and Galloway 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? – Good

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Good

Willow House, Anstruther

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

We carried out an unannounced inspection of the care home 2 December 2020. The findings were outlined in the report laid before Parliament on 9 December.

We completed a further inspection of the service on 7 and 10 September 2021.

On 7 September, we identified concerns relating to infection prevention and control practices, finance and medication management.

We returned to the service on 10 September and found some improvements had been progressed by the provider in response to these areas of concern. Important improvements had been made in the overall cleanliness of the environment.

Although these were good, we were not confident about the service's ability to sustain these improvements. Medication management training was planned to be delivered to staff. There were better systems in place to safeguard people's finances. We will monitor the management of these systems at our next visit.

Staff had received training and were knowledgeable about Covid-19 and infection prevention and control. This did not always impact upon their practice in relation to keeping the environment and equipment clean. Further work needs to be carried out to improve staff awareness of their roles and responsibilities in implementing safe and effective infection prevention and control measures in the home.

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 support indoor visiting, and people were also accessing their local community.

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

We will undertake a further visit to monitor progress.

Evaluations

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

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 of which were outlined in the report laid before Parliament on the 31 March. We completed a follow-up visit to the home on 17 May, the findings of which were outlined in the report laid before Parliament on the 26 May.

We completed a further follow-up inspection on 7 September.

People were supported in a caring and compassionate way. Some staff practice was variable, and monitoring of practice was needed to ensure people consistently experienced positive outcomes in relation to their wellbeing. The deployment of staff had improved, which meant staff were more organised and the home had a calm atmosphere.

People enjoyed group activities and spent time in communal areas of the home. Social opportunities and activities could be improved to be more meaningful for some people. There was ongoing work to develop personal plans.

Improvements had been made around infection, prevention and control. The home was clean, tidy and free from clutter. The laundry had been upgraded resulting in important improvements since the last inspection. Staff had received training in infection prevention and control. More consistency was needed in the appropriate use of face masks

Visiting arrangements had been progressed in line with Scottish Government Open with Care guidance.

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

We will undertake a follow-up inspection to monitor progress.

We reviewed the evaluations related to infection prevention and control based on the 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 - 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? – Adequate

QI 7.2: Infection prevention and control practices – Adequate

QI 7.3: Staffing arrangements – Adequate

Taigh a'Chridhe Uile Naomh, Isle of South Uist

Taigh a'Chridhe Uile Naomh 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 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 a further visit to the home on 7 September to follow up on the improvements that were required in relation to personal planning, quality assurance, medication administration and activities.

The provider had made some progress with the required improvements and an action plan was in place.

The service had started to introduce new care plans, but these were not in place for everyone. This impacted on staff's ability to identify and respond to people's changing health needs. Whilst regular audits and checks had been developed, they had not been fully implemented. The way the service was quality assured still required improvement.

The service had introduced a robust medication management system that supported people to take the correct medication at the right time.

People could take part in daily group activities. Further support was needed to support everyone to access regular individual activities and opportunities.

We informed Cùram Is Slàinte nan Eilean Siar - Western Isles health and social care partnership of our findings.

We will undertake a further visit to monitor progress.

Evaluations

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

Cooriedoon Care Home, Isle of Arran

Cooriedoon Care Home is registered for 25 older people. The provider is Cooriedoon Ltd.

We carried out an inspection of the care home on 14, 15 and 16 July, the findings of which were outlined in the report laid before Parliament on 4 August. We carried out a follow-up inspection of the care home on 16 August, the findings of which were outlined in the report laid before Parliament on 1 September.

We carried out a further follow-up inspection of this care home on 8 and 9 September to follow up on the improvements required.

Staff had completed training in infection, prevention and control. Observation of staff practice included handwashing and use of PPE. Work had been carried out to upgrade the laundry area and the refurbishments meant the area was clean and fit for purpose. The management of laundry itself had also been improved. A new area had been designated as a staff changing room. The home was clean and fresh. Cleaning records included frequently touched areas. Mattress checks had been completed with remedial action carried out. Both requirements for infection, prevention and control had been met.

Quality assurance systems were being developed but needed further improvement. Personal plans considered the impact of Covid-19 but needed to be better informed by relevant risk assessments and health professional advice. Training had commenced for staff in relation to personal plans, however more work was required to make these plans meaningful. Staff knew people well and had contact with external health professionals for advice. Further improvements are required in relation to quality assurance and personal plans.

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

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

We reviewed the evaluations for QI 7.2, infection prevention and control, for this care home, based on our findings at this inspection. The updated evaluation is set out below.

Evaluations

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

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 Limited.

We carried out an inspection on 12 August 2020, the findings of which were outlined in the report laid before Parliament on 19 August. We undertook an unannounced inspection on 19 and 21 May 2021. While some improvements had been sustained since the previous inspection, we identified new issues of concern and we issued an improvement notice to the service on 28 May. The findings of this were outlined in the report laid before Parliament on 9 June. We carried out a further inspection of the service on 30 June to follow up on the requirements in the improvement notice. The findings of this inspection were outlined in the report laid before Parliament on 22 July. We carried out a further unannounced inspection of the service on 5 August, the findings of which were outlined in the report laid before Parliament on 18 August.

We carried out an unannounced inspection of the service on 8 September to follow up on two remaining requirements from the improvement notice of 28 May. These related to staff training and leadership and quality assurance.

People's needs were assessed, reviewed and evaluated regularly. Risks to people were identified and risk assessments were developed. Bespoke staff training had been delivered in falls prevention and management, skin integrity and recording skills. Staff's knowledge and skills had increased, and people experienced improved

outcomes. Quality assurance audits identified areas for improvement which were addressed quickly and effectively. The two requirements were met and so the service had complied with all the requirements in the improvement notice.

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

We will undertake a follow-up inspection 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 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

Bothwell Castle Care Home, Uddingston

Bothwell Castle Care Home is registered to provide care to a maximum of 75 older people. The provider is Bothwell Care Limited.

We carried out an unannounced inspection of the home on 8 and 9 September.

We found that people were relaxed and comfortable and staff were caring and attentive towards them. Some residents were spending time in the garden during our visits.

Families were encouraged to visit in line with Scottish Government Open with Care guidance and the home facilitated indoor and outdoor visiting.

The quality of information in people's care plans lacked clarity and the home needed to make improvements to ensure people were receiving the right care. There were links with health professionals that supported the provision of adequate care and support to people. Management oversight of care needed to improve.

The home was clean, tidy, and well ventilated and enhanced cleaning regimes were in place. Infection prevention and control measures were being adhered to and 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.

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

We will undertake a follow-up inspection 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? – Adequate

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Adequate

Meadowvale Care Home, Bathgate

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

We carried out an unannounced inspection on 23 November 2020 with NHS Lothian. We made further visits to the service on the 28 January, 2 and 5 February 2021. Following a complaint about the service, we carried out an unannounced inspection between 19 and 26 April. We completed an unannounced inspection of the care home on 21 and 22 July. The findings of these visits were outlined in the reports laid before parliament on 23 December 2020, 17 February 2021, 12 May, and 4 August.

We made a further visit to the service on 8 and 9 September. We identified poor infection prevention and control practice, and a lack of leadership. We issued a letter of serious concern on 9 September which detailed immediate action that the provider must take.

We visited the home on 12 September and improvements had been made in response to our concerns. Infection prevention and control practices had improved, additional domestic staff were in place and a greater leadership presence had been established to support and guide staff.

Staffing levels were sufficient and people were cared for by staff who were familiar with their needs and preferences. People needed better support to enable them to get the most out of life, including to go outdoors, take part in activities and connect with the local community. Personal plans needed to be improved to enable the right support for people who were experiencing stress and distress.

Staff were supporting residents to stay in touch with family and friends in line with Scottish Government Open with Care guidance.

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

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

Evaluations

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

Matthew Fyfe Care Home, Dunfermline

Matthew Fyfe Care Home is registered to provide care for up to 32 older people. The provider is Fife Council.

We carried out an unannounced inspection of the care home on 22 June, the findings of which were outlined in the report laid before Parliament on 7 July.

We completed a follow-up inspection on 8 September to follow up on the improvements required in relation to care plans

With regards to individual care plans further improvement was still required. Information was not consistently recorded in terms of the level of detail included and where information was written. There were anticipatory care plans in place, but some lacked detail about people's wishes for end-of-life care. More needed to be done to ensure staff had access the most up to date information.

The service had maintained the good progress achieved in other areas for improvement previously found at the inspection on 21 June.

Visiting arrangements had been progressed in line with Scottish Government Open with Care guidance.

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

Evaluations:

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

Ailsa Craig, Glasgow

Ailsa Craig is a care home registered to provide care to 90 older people. The provider is HC One Oval Limited.

We carried out an initial inspection of the service on 25 and 26 May, the findings of which were outlined in the report laid before Parliament on 9 June.

We completed a follow-up inspection on 9 September in relation to assessments, care plans and reviews.

A range of actions had been taken to improve the standard of the recordings held within individuals care plans, including in relation to stress and distress. Individuals and those important to them had been involved in the completion of assessments and reviews. Development sessions on person centred care and stress and distress had been provided to key staff to improve their knowledge and skills in these areas. The quality of the management audits had been improved and we found that action plans had been followed through where required.

We also followed up on an area for improvement regarding falls management. Where required, individuals had been referred to external professionals to have assessments in relation to falls management completed.

Staff had a good knowledge of the needs of individuals and interactions were warm and supportive. Families were encouraged to visit in line with Scottish Government Open with Care guidance.

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

We reviewed the evaluation for QI 5.1 assessment and care planning for this care home, based on our findings at this inspection. The updated evaluation is set out below.

Evaluations

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

QI 5.1: Assessment and care planning – Good

Bearehill Care Home, Brechin

Bearehill Care Home is registered to provide a care service to a maximum of 49 older adults. The provider is Bearehill Care Limited, which is a member of the Belsize Group.

We carried out an unannounced inspection of the service on 15 and 16 June, the findings of which were outlined in the report laid before Parliament on 7 July. We carried out a further inspection on 21 and 22 July, the findings of which were laid before Parliament on 4 August.

We carried out a further inspection on 9 September to follow up on the improvements required.

A structured activity plan was in place and there were increased opportunities for activities for residents throughout the home. People were more meaningfully engaged.

Work had commenced on improving people's support plans and staff had spent time gathering person-centred information to ensure that care and support would be reflective of people's wishes. Continued improvement is required. The home was

working closely with partnership nurses who were providing support and training for skin integrity. Skin assessment and management plans had been completed for those at risk of skin breakdown.

A programme of formal supervision and support was underway, with almost all the staff team having had an initial meeting to set out standards and identify training needs.

The environment was clean and tidy, with effective systems and processes in place to monitor the quality of infection prevention and control and staff competency in relation to this. Financial investment had been made to commence some upgrading to the environment and furnishings in the home. Staff had provided opportunities for some people to become involved in making decisions and choices regarding the changes.

A successful recruitment drive had taken place and several new members of staff, including registered nurses, were due to commence work, subject to satisfactory employment checks.

Visiting arrangements were in line with Scottish Government Open with Care guidance.

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

We reviewed our 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 - 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 2: How good is our leadership? – Adequate

QI 2.2: Quality assurance and improvement is well led - 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

Cranford Care Centre, Aberdeen

Cranford Care Centre is a care home registered to provide care to a maximum of 39 older people, where two places may be used for adults with a physical and/or chronic illness. The provider is Larchwood Care Homes (North) Limited.

We carried out an unannounced inspection of the care home on 12 August. We identified significant concerns relating to the cleanliness of the environment and equipment in use. We gave immediate feedback to the manager and issued a letter of serious concern to the provider on 12 August. We returned to the service on 15 August to follow up on the required improvements and found improvements in the overall cleanliness of the environment. The findings of this were outlined in the report laid before Parliament on 1 August.

We carried out a follow-up inspection of the care home on 9 September.

We saw good further progress in relation to the cleanliness of the environment and the equipment used by people. Clinical waste was appropriately managed. New satellite kitchens had been installed. There was evidence that cleanliness and infection prevention and control measures were supported and maintained by effective management and quality assurance processes.

Visiting arrangements had been progressed in line with Scottish Government Open with Care guidance.

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

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

Evaluations

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.

South Beach House, Ardrossan

South Beach House is a care home registered to provide a service to 42 older people. The service provider is Crossreach Care Home service.

We conducted an inspection of the care home on 29 January and a follow-up inspection on 12 March. The findings of both inspections were outlined in the reports laid before Parliament on 17 February and 31 March.

We completed a follow-up inspection on 9 September. This was to follow up on improvements required in relation to the service's recording of concerns and complaints, which had been identified during a complaint investigation on 6 July. We reported the outcome of the complaint separately in line with our complaint processes.

We found significant improvement to the records about concerns and complaints. Complaints were clearly recorded and included information about the follow up actions. We were satisfied with the actions taken by the service to improve these records.

We informed North Ayrshire health and social care partnership.

Evaluation

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

Belhaven House, Troon

Belhaven House is a care home registered to provide care to 33 older people. The provider is Mansfield Care Limited.

We carried out an unannounced inspection of the care home on 23 and 24 August, the findings of which were outlined in the report laid before parliament on 1 September. We issued a letter of serious concern to the provider on 24 August regarding the cleanliness of the environment and equipment in the home. We returned to the service on 27 August and found sufficient progress had been made in this area. We issued an improvement notice to the provider on 30 August in relation to the fabric of the building, staffing issues, care assessment and care planning.

We carried out a further visit to the service on 10 September to follow up on the improvements required by this date.

Cleaning schedules had been implemented and we found immediate improvements that had been made to the cleanliness of the environment had been maintained.

Significant work was underway to upgrade and refurbish the home. This included replacement of carpets, flooring, and furniture that could not be cleaned. A system had been implemented to report repairs and maintenance which meant these were carried out in a timely manner. The provider had met the requirement in the improvement notice in relation to the fabric of the building.

An environmental audit had been undertaken and an action plan implemented which had addressed some of the issues identified with the heating and hot water. Lighting and ventilation had been improved throughout the home. These improvements meant that people experienced a more comfortable and safer living environment. The provider had met this additional requirement, which had been detailed in the inspection report.

Families had been given updated information about visiting in line with Scottish Government Open with Care guidance.

We will undertake a further visit to follow up on the remaining requirements in the improvement notice in line with the timescales set.

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

Evaluations

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

Beechwood Park, Alloa

Beechwood Park is a care home registered to provide care to 62 older people. The provider is Caring Homes Healthcare Group Ltd, who are part of Myriad Healthcare Ltd.

We carried out an initial inspection of the care home on 3 and 4 August, the findings of which were outlined in the report laid before Parliament on 19 August.

We completed a further visit to the service on 10 September to follow up on the improvements that were required.

We found that staffing levels had been increased, which had led to more engagement between staff and people living in the home. Activities had improved and regular outings were taking place, along with planned activities that were tailored to suit people's interests. People's mealtime experience had improved, and they were supported to make choices.

The level of cleanliness in the home was satisfactory and PPE was readily available and worn appropriately. Staff practice in hand hygiene had improved. Quality assurance and monitoring of infection prevention and control measures were more robust. Worn equipment had been replaced and plans were in place for further improvements to the environment.

Visiting arrangements were in line with Scottish Government Open with Care guidance.

We informed Clackmannanshire and Stirling health and social care partnership of our findings.

We reviewed our 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 - 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? – Adequate

QI 7.2: Infection prevention and control practices – Adequate

QI 7.3: Staffing arrangements – Adequate

Ochil Care Home, Perth

Ochil Care Home is registered to provide care to 81 people. The provider is Barchester Healthcare Ltd.

We carried out an unannounced inspection of the service on 28 April, the findings of which were outlined in the report laid before Parliament on 12 May. We carried out a further inspection on 13 July to follow up on the areas for improvement in relation to quality assurance, formal care reviews and consultation with people who use the service, the findings of which were outlined in our report laid before Parliament on 21 July.

We carried out a further unannounced inspection of the care home on 10 September.

People continued to be supported to maintain relationships with people who were important to them, in accordance with Scottish Government Open with Care guidance.

Individual personal plans provided adequate information on how current care and support needs were being managed. There were some areas of 'Care After Death' that could be improved. The service had good links with external professionals to support wellbeing.

The home environment was generally clean and well maintained. Enhanced cleaning routines were in place. Managerial oversight and quality assurance processes had been strengthened in relation to the standards of cleanliness. Staff had received training and were knowledgeable about Covid-19, infection prevention and control and the company's testing arrangements. There were good supplies of PPE.

Staff were busy with essential care tasks to meet the physical and health care needs of the people receiving care in the service. There was limited time for staff to provide other care and support. Staffing arrangements need to be reviewed to promote the wellbeing of people and to ensure that people can participate in activities of their choice.

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.

Bayview Care Home, Peterhead

Bayview Care Home is registered to provide care to a maximum of 30 older people. The provider is Bayview Care Home Limited, which is part of the Meallmore group.

We carried out an initial inspection of the service on 29 and 30 July, the findings were outlined in the report laid before Parliament on 18 August.

We completed a further visit to the home on 12 September to follow up on the improvements that were required in relation to care and support and staffing.

The care home had a varied programme of activities that were available to more people. Access to the garden had improved. Questionnaires and personal plans evidenced how the service was promoting people's personal preferences. The recording in personal plans had been significantly improved.

Information in care plans and assessments was consistent, and reflected personal outcomes. Improvements had been made to wound care. Staff had received training on pressure ulcer prevention and had completed reflective accounts that evidenced their learning.

Staffing arrangements were sufficient to meet the needs of the people using the service. However, this was inconsistent, and the quality of people's lives continued to be impacted when staff numbers were lower.

We informed Aberdeenshire 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 - 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? – Adequate

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Adequate

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 Group Scotland Ltd.

We carried out an initial inspection of this service on 28 June, the findings of which were outlined in the report laid before Parliament on 21 July.

We completed a follow-up inspection on 13 September to monitor the progress in relation to improving the availability of meaningful activities and ensuring people's legal rights were protected.

Appropriate action had been taken to improve the range of activities available in the home. People had improved access to a range of activities that were meaningful to them. The provider had introduced effective systems to support and protect individual's legal rights.

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

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

Evaluations

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

Deanston House Nursing Home, Coatbridge

Deanston House Nursing Home is registered to provide care for 33 older people. The provider is Enhance Healthcare Ltd.

We carried out an initial inspection on 13 May, following which we issued a letter of serious concern relating to the cleanliness of the home. We returned to the service on 17 May and found significant improvement had been made. We outlined our findings in the report laid before Parliament on 9 June.

We carried out a further inspection of this care home on 13 and 14 September to follow up on the required improvements relating to medication management, staffing and quality assurance systems. We found progress had been made in most of the areas required, but further improvement was needed to fully meet our requirements.

There were enough staff to ensure people were safe and well looked after. Some quality assurance systems were in place. These included audits for medication, environment, nutrition, and quality of care plans. However, these were not always

up to date or used to identify areas for development. The service could not provide satisfactory evidence of what training and development staff had undertaken.

Visiting was taking place in line with Scottish Government Open with Care guidance. The provider has put additional resources in place, including extra management staff, to progress with the required improvements.

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

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

Evaluations

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

North Inch House, Perth

North Inch House is a care home registered to provide care 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 were outlined in the report laid before Parliament on 31 March. We completed an unannounced inspection on 12 May the findings of which were outlined in the report laid before Parliament on 26 May. We carried out an unannounced inspection on 9 June the findings of which were outlined in the report laid before Parliament on 24 June.

Due to the lack of progress in addressing a requirement in relation to medication administration and management, we issued an improvement notice to the provider on 24 June. We carried out an unannounced inspection on 24 and 30 August, the findings of which were outlined in the report laid before Parliament on 15 September.

We carried out an unannounced inspection on 14 September.

The provider had made good progress in relation to the cleanliness of the environment and the equipment used by people. The installation of a new satellite kitchen is planned for this month. All harmful chemicals were stored securely. There was evidence that cleanliness and infection prevention and control measures were now supported and maintained by effective management and quality assurance processes.

Visiting arrangements were 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 a comprehensive

risk assessment to support indoor visiting, and people were also accessing their local community.

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

We reviewed the evaluation for key question 7, QI 7.2, infection prevention and control practices, based on our findings at this inspection. The updated evaluations are set out below.

Evaluations:

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

Ashford House, Stirling

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

We carried out an initial inspection of this service on 12 June 2020 and issued a letter of serious concern to the provider. On 15 June we carried out a follow-up visit. We found improvements had been made in the areas identified. The findings of the inspection were outlined in the report laid before Parliament on 24 June. On 22 July and 1 October, we completed two further inspection visits to the home, the findings of which were outlined in the reports laid before Parliament on 5 August and 14 October. We carried out a further inspection of this home on 23 February 2021, the findings of which were outlined in our report laid before Parliament on 17 March.

We carried out an unannounced inspection of the service on 13 and 14 September to follow up on the improvements that were required.

People were cared for by staff who were familiar with their needs and preferences, and we observed kind and warm interactions. Visiting was taking place in line with Scottish Government Open with Care guidance. The home had links with other health professionals, most of whom had resumed visiting the home in person.

The home environment was clean. The home had plentiful supplies of PPE and PPE stations were well stocked and clearly identified. Staff practice showed that they had a good awareness of infection prevention and control measures, and quality assurance systems were now in place to monitor this.

There were sufficient staff to support the care needs of people living in the home.

We informed Clackmannanshire and Stirling 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 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

Nazareth House, Bonnyrigg

Nazareth House Care Home is registered to care for 37 older people. The provider is Nazareth Care Charitable trust.

We carried out an initial inspection of the service on 22 January, the findings of which were outlined in the report laid before Parliament on 4 February. We carried out a follow-up inspection on 3 March, the findings of which were outlined in the report laid before Parliament on 17 March. We visited again on the 18 May and during that inspection we issued a letter of serious concern. The findings of this inspection were laid out before Parliament on the 27 May. We carried out a further inspection on 30 June, the findings of which were outlined in the report laid before Parliament on 21 July.

We carried out a follow-up inspection on the 15 September.

Interactions between staff and people experiencing care showed dignity and respect. People continued to enjoy indoor and outdoor visiting in line with Scottish Government Open with Care guidance

There was a new manager and management structure in place. Management levels had improved and provided clearer leadership and guidance for senior carers and support staff on each shift. However, there were still occasions where senior management needed to ensure there was adequate direction and deployment of staff to ensure that meaningful activity was achieved for people.

The provider had moved from a paper support planning system to a digital one. The information contained in support plans did not consistently reflect the needs and wishes of people experiencing care. Further improvements were required to ensure plans were accurate, concise, and clearly identified people's needs.

There was some improvement in the quality assurance and oversight by management. This ensured that there was improved oversight of accidents, incidents and falls. However, this was work in progress as the new management team take on their posts.

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

We will undertake a further follow-up inspection to monitor progress

Evaluations

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

Lochside Manor, Bargeddie

Lochside Manor is a care home registered to provide care to 45 people, 19 of which are older people and 26 of which are adults with mental health problems, physical and/or learning disabilities. The provider is Enhance Healthcare.

We carried out an inspection of this care home between 15 and 17 September.

Staff supported people in a kind and responsive way and were aware of people's preferences. Feedback from people experiencing care, and their relatives, was very positive about the care they received and the quality of staff. While activities were provided, there was a need to improve the opportunity for all people living in the home to access these.

Visiting arrangements had been progressed in line with Scottish Government Open with Care guidance.

Care plans were up-to-date and included the right information to care appropriately for people. However, there was a need to improve the quality and frequency of the care reviews. Access to external healthcare professionals was good and any advice given helped inform daily practice.

Staffing levels were sufficient to meet people's care and support needs. The provider had a recruitment plan in place to fill the vacant posts within the nursing and care teams.

There was a need to improve the staff skills regarding managing positive behaviour and infection prevention and control. There were concerns in relation to the cleanliness of the environment, however improvements were carried out in a timely manner in response to our concerns. There was a need to improve the monitoring processes for infection prevention and control. There was a good supply of PPE and PPE stations were orderly. Some staff did not always follow best practice guidance in the use of PPE.

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

We will undertake a follow-up inspection 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 - 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

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 inspection of this service on 17 and 18 May, the findings of which were outlined in the report laid before Parliament on 26 May. We carried out further inspection on 29 July. We issued a letter of serious concern to the provider on 30 July as we were not satisfied that sufficient staff were on duty to ensure that people's needs were met. We visited again on 4 and 6 August to assess the progress, the findings of which were outlined in the report laid before parliament on 18 August.

We carried out a further inspection of the service on 16 September to follow up on the improvements required in relation to nutrition, skin care, staffing, care planning and person-centred activity.

People were cared for with compassion and respect by the staff team. We observed good caring interactions between staff and people who live in the home. People gave us positive feedback about the staff caring for them. People were supported to maintain contact with family and friends and the home was open to visitors in line with Scottish Government Open with Care guidance.

People benefitted from improved nutritional care based on their preferences and choices. Appropriate seating had been purchased that improved people's eating and drinking support and this impacted positively on people's mealtime experience. Monitoring and recording was used to analyse and support nutritional care.

Additional staff had been recruited and staffing levels, skills mix, and the deployment of staff had improved. There were sufficient staff to meet people's needs and people told us about the positive difference this had made to their lives.

Information about people's needs, preferences and choices had been gathered and was being used to improve care planning. Improvements to nutrition and skin care plans had been prioritised with further improvements to all aspects of the care plans.

Links continued to be developed with health and social care professionals who supported the home.

We informed East Lothian 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 included below, along with the evaluation from the previous inspection for QI 7.2, infection prevention and control.

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 3: How good is our staff team? - Adequate

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

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

QI 5.1: Assessment and care planning – 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

Castlehill Care Home, Inverness

Castlehill care home is registered to provide care to 88 older people. The provider is Simply Inverness Ltd.

We carried out an unannounced inspection of the care home on 17 September

We observed kind and compassionate interactions between people. Staff were familiar with people's needs and preferences. People living in the care home told us that staff were helpful and respectful.

The service organised visiting in line with Scottish Government Open with Care guidance. People were able to see visitors in the privacy of their room and staff helped people to use technology to contact relatives where required.

The activities coordinators provided support to people with activities and to use the garden for walks and fresh air.

Access to external healthcare professionals was good and staff acted on their advice. Care plans were person-centred and contained a good level of information to guide the care and support that staff delivered.

Staff were knowledgeable about how Covid-19 should be managed. The home was tidy and well presented. PPE supplies were readily available and used in line with guidance, although there was a lack of appropriate PPE disposal points.

There were enough staff to meet people's care needs, however the service would benefit from more domestic staff. Whilst the environment and frequently touched areas were cleaned regularly, staff were working overtime to meet this standard.

There was a staffing contingency plan to help manage staff absences. Staff testing for Covid-19 was being undertaken in line with guidance.

We informed NHS Highland of our findings.

Evaluations

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

Ardencraig Care Home, Glasgow

Ardencraig Care Home is registered to provide a care service to a maximum of 26 older people and 64 adults. The provider is Thistle Healthcare Limited.

We carried out an inspection of the service on 8 December, the findings of which were outlined in the report laid before Parliament on 6 January. We completed a further inspection on 19 January, the findings of which were outlined in the report laid before Parliament on 3 February. We carried out an unannounced inspection of the service on 14, 15 and 16 June, the findings of which were outlined in the report laid before Parliament on 23 June.

We carried out a follow up inspection on 21 September to evaluate progress in relation to outcome focused personal planning and staff skills and knowledge in the delivery of person centered care.

We found some improvement in the areas required. Care plans had been developed further and were regularly evaluated. Staff training in several areas had taken place. Outstanding training was being sourced and a training plan was being developed. Further improvement is required in these areas to improve people's health and wellbeing outcomes and experiences.

We observed kind and compassionate interactions between staff and people experiencing care. Feedback from people was positive. People were enjoying indoor visiting in line with Scottish Government Open with Care guidance.

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

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

Evaluations

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

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 Ltd.

We carried out an unannounced inspection of the care home on 8, 9 and 10 June, the findings of which were outlined in the report laid before Parliament on 23 June. We carried out an unannounced follow up inspection on 14 July, the findings of which were outlined in the report laid before Parliament on 21 July.

We carried out a further unannounced inspection on 21 September to follow up on the improvements required in relation to infection prevention and control, staffing and care planning.

The service had introduced a robust quality assurance system around infection prevention and control. All communal and personal spaces had comprehensive cleaning schedules, audits, and action plans to promote safety and continuous improvement.

Recruitment and induction of agency staff was safer, with all workers now receiving a full induction, guidance and training appropriate to people's needs.

Care plans contained relevant information about people's needs as well as reference to people's wishes and desired outcomes. We offered the service further guidance on how to improve plans by making them more accessible.

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

Evaluations

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

Balhousie Clement Park, Dundee

Balhousie Clement Park is registered to provide care to 49 older people. The provider is Balhousie Care Limited.

We carried out an inspection on 20 and 21 July 2021, the findings of which were outlined in the report laid before Parliament on 4 August.

We carried out a follow-up inspection on 21 September.

The service had made some limited progress towards meeting the improvements required in relation to care and support for residents. However, interactions continued to be mainly based around care tasks. People did not have sufficient opportunities available to be supported to have meaningful, physically and socially active lives. Further improvement is required in relation to this.

Individual personal plans provided good information on how current care and support needs were being managed, however we found that people's needs were not always fully met. The service had good links with external professionals to support people's wellbeing, although staff did not always contact them in a timely manner.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Alastrean House, Aberdeen

Alastrean House care home is registered to provide care to 51 older people. The provider is Balhousie Care Limited.

We carried out an unannounced inspection of the care home on 22, 23 and 26 July, the findings of which were outlined in the report laid before Parliament on 18 August.

We carried out an inspection of this care home on 21 September, to follow up on the improvements required.

We observed kind and compassionate interactions between staff and people living in the service. Staff were available to people when they needed them. Further support and guidance were required to help ensure people had access to regular social stimulation and opportunities to engage in meaningful ways.

We saw that that some care plans had been reviewed so that information was consistent across all care plan documents. A plan was in place to ensure all care plans met this standard.

We found improvements had been made in the cleanliness of the home.

Staffing levels were sufficient to meet the needs of people experiencing care. However, due to vacancies the service relied on agency staff to cover a number of shifts. Where possible the same agency staff were used to support consistency and continuity for people.

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

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

We reviewed our 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 – 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? – Adequate

QI 7.2: Infection prevention and control practices – Adequate

QI 7.3: Staffing arrangements – Adequate

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