



# Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 10 June 2020

## 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 is the first such report and it covers inspections we have completed since 27 May 2020.

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 augmented 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 outlined our high-level findings following oral feedback to the provider. In due course, we will publish more detailed, individual inspection reports that will follow our normal publication protocols.

## **Whitehills care home – East Kilbride, South Lanarkshire**

Whitehills care home is registered to provide care to 106 people. The provider is Thistle Health Care Limited.

We inspected the service along with public health staff on 27 May 2020.

We found staff to be knowledgeable in use of PPE and all staff had received COVID-19 training. The home had a good supply of PPE and this was available throughout the home for staff to access. The service had good infection prevention and control procedures in place and staff were assigned to work with either with those with COVID-19 or with those who were symptom free.

The environment was very clean with good practice in place by domestic staff. Inspectors and public health staff were impressed with the cleanliness in rooms.

We examined personal plans for people and found that people with COVID-19 had an acute care plan in place. We could see some evidence of families being updated on their relative's care. The home had in place methods such as Facetime to enable families to keep in touch, and staff supported this.

An area for improvement was identified around putting in place a protocol for people who do not meet their fluid intake aim for the day and placing jugs of fluid into bedrooms to enable people to help themselves to drinks. Staff monitored people's fluid and food intake.

The home has had a significant outbreak of COVID-19 and many staff have tested positive and been off work. Staff were now returning to work and reported feeling supported by the home management.

## **Almond View care home – Drumchapel, Glasgow**

Almond View care home is registered to provide care to 78 people. The provider is Tower Bridge Homes Care Limited.

Following an inspection of the home on Friday 22 May 2020, which we carried out with colleagues from Greater Glasgow and Clyde Health Board, we issued a serious concerns letter about infection prevention and control practices, and management and leadership.

We carried out an onsite monitoring visit on 28 May 2020. We found the home working very differently and the atmosphere was much calmer and more settled. The home had implemented the infection prevention and control practices we had required them to do. Staff were positive about the changes and stated they felt more in control, and we observed good infection prevention and control practice. PPE stations had been established in the home and these were stocked with the correct equipment. We observed the manager providing good leadership to implement the correct practice. The manager and staff had implemented the changes in practice over the last six days and this had significantly reduced the risks to people.

## **Spynie care home – Elgin, Moray**

Spynie care home is registered to provide care to 56 people. The provider is Intobeige Limited.

We carried out an inspection of the home on 28 May 2020. The service currently has an improvement notice in place, issued by the Care Inspectorate.

We observed compassionate, warm care being given to people living in the home. The environment was clean and safe. The home was making appropriate use of PPE and hand hygiene. Anticipatory care planning was in place and there was good liaison with GPs to support individuals' health.

Staff demonstrated confidence and knowledge about their role and about infection prevention and control.

There was good oversight by management and evidence of the management team working well together.

We consider the home to now be operating to a good standard.

## **Dummond Grange – Lasswade, Midlothian**

Drummond Grange nursing home is registered to provide care to 114 people. The provider is Barchester Healthcare Limited.

We carried out an inspection in the evening of 28 May 2020 with NHS Lothian and Health Improvement Scotland.

We identified significant concerns relating to supply and use of PPE, infection prevention and control practices, including waste and laundry management, and staff knowledge of residents' status relating to COVID-19.

A serious concern letter with requirements was issued to the provider and immediate feedback given to the manager of the home. Following the inspection, the health and social care partnership provided staff to the home to support changes to practice.

We visited again on the evening of 4 June 2020 with NHS Lothian. We found improvements in infection prevention and control practices, and requirements made in the serious concerns letter were met. We saw good interaction between staff and residents; staff knew residents well and people reported feeling well supported by staff. The knowledge of staff about infection prevention and control practices and COVID-19 had increased. We looked at people's wellbeing and met with people who live in the home. The home needs to consider supporting people more to keep in touch with relatives as people told inspectors about the impact that not seeing loved ones was having on them. The home is implementing national policy on visiting in care homes during the COVID-19 outbreak.

## **Springfield Bank care home - Midlothian**

Springfield Bank care home is registered to provide care to 70 people. The provider is HC-One.

We carried out an inspection on 28 May 2020 with Health Improvement Scotland and NHS Lothian.

We found the environment to be clean and well maintained. There was PPE available for staff and they had been made aware by the service of the proper use of PPE. We had concerns over the use of aprons and gloves as these were not being disposed of by staff after single use and in line with guidance.

We observed that the staff prioritised the health and wellbeing of people living in the home. There were positive interactions between people who live in the home and staff. Individuals' health needs were being met and people were being supported to keep in touch with loved ones. The home had good links with district nursing staff in the community and GPs who had been supporting those living in the home.

Staff were fully aware of the need to promote social distancing within the home and had made several adaptations to the environment to achieve this.

### **Drumrae care home – Edinburgh**

Drumrae care home is registered to provide care for 60 people. The provider is City of Edinburgh council.

The home has an improvement notice in place issued by the Care Inspectorate.

We inspected the home on 29 May 2020 along with Healthcare Improvement Scotland and NHS Lothian.

We observed compassionate, warm care being given to people living in the home. The home was clean and offered a safe environment. There was appropriate access to and use of PPE, and hand hygiene by staff was good. Personal plans provided good detail on how to care for people and meet individual needs. Staff demonstrated confidence in their role and infection prevention and control practice.

We identified a need to improve anticipatory care planning and the process to be followed.

### **Drummohr care home - Musselburgh**

Drummohr care home is registered to provide care to 60 people. The provider is HC-One.

We carried out an inspection on 29 May 2020 with Healthcare Improvement Scotland and NHS Lothian.

We found that people living in the home were being supported to stay both physically and mentally well and were able to have regular contact with family and friends. The home had put in place appropriate supports for people to maintain social distancing, but also to be able to move around safely and reduce stress and distress. The home

was supporting people well to eat and drink and to engage in physical activities and access the gardens.

There was evidence of good working with other agencies. Good personal plans were in place and identified the support people needed.

The service adhered to current COVID-19 information and guidance, and we observed staff using PPE appropriately and practicing good infection prevention and control. The environment was clean and well maintained. Staff had been trained and were knowledgeable about COVID-19 and infection prevention and control.

Staff reported good support from management in the home.

### **Cathkin care home – Cathkin, South Lanarkshire**

Cathkin House care home is registered to provide care for 44 people. The provider is Care UK Limited.

We inspected on 29 May 2020. We found that people were being cared for well and we observed good interactions between staff and people who live in the home. The home had notified us of an ‘amber’ status staff shortage but this was in relation to a staff member phoning in sick and one resigning. We found the home had enough staff to care for people. People were being cared for in their rooms and staff responded promptly to people asking for assistance. Staff reported feeling well supported by management.

We found that care staff regularly covered cleaning duties and had not been trained in how to undertake these correctly following the guidance for COVID-19. We found corridors and bedrooms to be clean and clutter free. The home was not using correct cleaning products and we directed them to correct products and Health Protection Scotland guidance. Public health staff visited the home following our inspection to offer support. The home had good supplies of PPE, handwashing products and alcohol gel throughout the home. The home had identified through their own audit the need to add more stations putting on and taking off PPE and more waste disposal bins.

Following our inspection, the public health infection control nurse visited the home and reported that all the improvements we had identified had been put in place.

### **Kingsgate care home – East Kilbride, South Lanarkshire**

Kingsgate care home is registered to provide care to 61 people. The provider is Larchwood Care Limited.

We inspected the home on 1 June 2020 and were joined by Healthcare Improvement Scotland and an infection control nurse from NHS Lanarkshire.

We observed good care and good support for eating and drinking. People were also engaged in meaningful activities and had access to outside space.

Staffing levels were good although we asked that breaks for staff were better organised.

The home had in place policies and procedures for infection prevention and control. The home had adequate supplies of PPE, but we identified a requirement to improve stations for putting on and taking off PPE. We identified the need for deep cleaning and for the home to maintain domestic cover to ensure this was carried out.

### **Home Farm Care Home – Portree**

We carried out a further on-site monitoring visit on 3 June 2020. There is currently an application under Section 65 of the Public Services Reform (Scotland) Act 2010 for cancellation of the service's registration being considered by Inverness Sheriff Court on 10 June 2020. The inspection report will be published on conclusion of the court proceedings.

### **Almond Court care home – Glasgow**

Almond Court care home is registered to provide care to 42 people. The provider is Holmes Care Group.

We carried out an inspection on 4 June 2020 with Healthcare Improvement Scotland.

The home had good leadership and guidance from the new manager. Staff we spoke with were positive and knowledgeable about their role. We observed good interactions between staff and people who live in the home. They had a new template in place for personal planning and assessments of individuals' health needs. We observed good infection prevention and control practice, and PPE was in good supply and used correctly. Areas for improvement that we identified included the need to maintain social distancing and updated training for staff on COVID-19 guidance.

### **Newcarron Court care home – Falkirk**

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

We carried out an inspection on 4 June 2020 with Healthcare Improvement Scotland and the health and social care partnership infection prevention nurse.

We met with the new manager who had been in post for approximately six weeks. They engaged positively with us throughout the inspection and took immediate action in terms of addressing some of the concerns raised at the time of inspection.

We observed kind and compassionate interactions between staff and people who live in the home.

We identified significant concerns about the cleanliness of environment internally and externally, infection prevention and control practices, access to and management of PPE, and management of contaminated waste.

We issued a serious concerns letter with six requirements that the service must meet.

We will be revisiting the service to follow up on requirements.

The health and social care partnership put in place visits and support to the service to address the immediate issues.

## **Abbeydale Court Care Centre - Hamilton**

Abbeydale Court Care Centre is registered to provide care to 109 people. The provider is Abbey Healthcare (Hamilton) Limited.

We carried out an inspection of the home on 5 June 2020 with Healthcare Improvement Scotland and NHS Lanarkshire.

We found people being cared for well by the staff team who were knowledgeable about individuals' needs. We observed good caring interactions between staff and people who live in the home.

People who live in the home told us that they felt the quality of care and support they received was good.

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

The home had adequate supplies of PPE and staff had received training on the use of PPE. However, we observed inconsistencies in practice in its use by staff. The PPE stations needed to be clearly identified using signage and the use of instructional posters to support staff practice. Staff had completed training on infection prevention and control and the use of PPE. We did identify that laundry staff had not received training and we asked that this be provided.

We did observe some issue with social distancing by people who live in the home. We reminded the management team of the need to ensure this is in place.

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