



Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 2 September 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 report covers inspections we have completed since those detailed in our previous report to parliament of 19 August 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 developed inspection tools on wellbeing, infection prevention and control and staffing that have been agreed with Health Protection Scotland and Healthcare Improvement Scotland. Some of our inspections have been undertaken with inspectors from Healthcare Improvement Scotland and public health staff. We have taken account in all inspections of the scrutiny intelligence we have, including previous inspections, complaints made to us, notifications made by the services, and information shared with us by health and social care partnerships and directors of public health for the relevant area.

We have augmented our quality framework by creating an additional key inspection question with associated quality indicators. This reflects our current inspection focus on service performance in relation to COVID-19 infection prevention and control, PPE, staffing and people's wellbeing.

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

The quality indicators for key question 7 are:

- 7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic
- 7.2 Infection control practices support a safe environment for both people experiencing care and staff
- 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.

To meet the tight timescales imposed by the legislation, this report outlines our high-level findings following oral feedback to the provider. In due course and following our normal publication protocols, we will publish for each service outlined in this report, a more detailed, individual inspection report.

St Modans care home, Fraserburgh

St Modans care home is registered to provide care to 53 older people. The provider is St Modans Care Home Limited, which is part of the Meallmore group.

We carried out an unannounced inspection of the care home on 13 August with the nursing service manager from Aberdeen city health and social care partnership.

People had been supported to keep in contact with their families and friends through window visits, garden visits and by using technology. People who remained in their rooms spent long periods of time without engagement or activity and were not given the support they needed with drinks and snacks.

People who experience distress were not always supported in a way that reduced their distress. We were also concerned that the necessary steps taken to reduce the risks to people of falling had not been taken.

The home was clean and in a good state of décor and repair. The latest guidelines on COVID-19 were accessible. All staff had completed training in COVID-19 specific infection prevention and control. The infection control lead monitored infection prevention and control procedures and practices. Staff were using the appropriate PPE in line with guidance and were promoting social distancing with people they supported. The cleaning and laundry services were found to be of a good standard.

There was enough staff to meet the needs of the people receiving care in the service.

We will make a further visit to monitor progress.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Very good

QI 7.3 Staffing arrangements – Very good

Collisdene care centre, Strathaven

Collisdene care centre is registered to provide care to 41 adults. The provider is Canterbury Care Homes Limited.

We carried out an unannounced inspection on 13 August with Healthcare Improvement Scotland.

People were supported to socially distance, with plenty of space for people to walk freely and safely around their home. Staff knew the people they supported well and engaged in a respectful and warm manner. People's choices and preferences were acknowledged.

People were supported by the staff to maintain contact with family and friends using technology. Visiting had recently started in the garden area in accordance with the current guidelines. Activities were provided in the garden. One-to-one activity was taking place for some people. We asked that this is developed further.

Care plans and risk assessments specific to COVID-19 were in place. There was evidence that relatives had been involved in this process. We received very positive feedback from relatives we spoke to.

Staff had adequate supplies of appropriate PPE and we saw the staff using this appropriately.

The home was clean and the frequency of deep cleaning was in line with current guidance. The arrangements for laundry were appropriate. Cleaning routines for equipment in bedrooms and when someone is in isolation should be improved.

Staff changing areas were in place however, we advised the manager to create further space for staff to socially distance.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Adequate

Campsie Neurological care centre, Kirkintilloch

Campsie Neurological care centre is registered to provide care to 22 adults. The provider is Living Ambitions Limited.

We carried out an initial inspection of the service on 25 and 26 June and the findings were outlined in the report laid before parliament on 8 July. We carried out a further visit to the home on 13 August to follow up on the improvements that were required. We issued the provider with a letter of serious concern on 14 August as there continued to be significant concerns about the cleanliness of the home and infection control. We carried out a follow-up inspection on 19 August.

At the first inspection, we found that infection control practices in the home were weak and PPE was not being stored, used or disposed of correctly. Cleanliness of the service was not of an acceptable standard. There was a lack of management overview and clinical leadership within this service.

At the follow-up inspection we found significant improvement in relation to the availability and storage of PPE, the accessibility of handwashing, identifying COVID-19 symptoms and physical distancing.

There had been a deep clean of the service and the standards of cleanliness of the premises and equipment had improved.

Staff had a greater understanding of current guidance and infection control procedures.

People using the service continued to be supported by agency staff. The documentation to inform people's care and support remained weak, this requires to be improved.

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

Claremont Park nursing home, Edinburgh

Claremont Park nursing home is registered to provide care to 33 older people. The provider is Claremont Park Ltd.

We carried out an unannounced inspection of the care home on 14 August 2020 with staff from NHS Lothian and Healthcare Improvement Scotland.

People had easy access to fluids within their own rooms and other areas of the home, supporting them to be well hydrated. People who had been identified as being at risk were having their food and fluid intake closely monitored and recorded.

People living within the care home had been encouraged to keep in contact with their families. Scottish Government guidance had been implemented, with details being taken ahead of the visit to maintain safety for all, and to inform Test and Trace, should this be required.

There were serious concerns relating to the cleanliness of the furnishings and equipment used to support people living in the home. We also had concerns that staff were not fully complying with current guidance on infection prevention and control and did not fully understand safe practices with regards to PPE.

There was a lack of social stimulation for people, leaving some people isolated for long periods at a time. A review of staffing should be undertaken to ensure that there are enough staff to meet the needs of people living in the service.

Some attempts had been made to support social distancing, but these could be improved.

We issued a letter of serious concern to the provider on 14 August 2020 that detailed immediate action the home must take.

We made a further visit to the service on 17 August, to follow up on the improvements we had required. At that time, we found that there had been some progress made by the provider, but this was limited and did not fully address the serious concerns identified.

We issued an improvement notice on 26 August as the service had failed to progress the issues in the letter of serious concern. The improvement notice details the required improvements in relation to the cleanliness of the environment and

equipment, infection control practices the use of PPE and the management and leadership of the service, including assurance systems

We have informed Edinburgh health and social care partnership, who have offered support and assistance to the service.

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Unsatisfactory

QI 7.3 Staffing arrangements – Weak

Southside care home, Inverness

Southside care home is registered to provide care to 33 older people. The provider is Southside Nursing Home Ltd.

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

People living in the home were supported by care staff who were familiar with their choices and preferences. People were being supported to remain active, and one-to-one activities were taking place. The home had put in place appropriate measures to maintain social distancing, as well as support for people to move around safely.

People were being supported by the staff to maintain contact with family and relatives using technology. Window visiting had been happening for some time and there was a system in place to manage this in line with the current guidance.

There was no evidence that relatives and carers were involved in care plan reviews and there had been no recent evaluation of people's health and care needs. While the care home had developed COVID-19 care plans, these were not personalised and lacked detail to enable staff to meet people's health and care needs.

We identified concerns in relation to the cleanliness of the environment and the equipment people used. There was poor maintenance and repair of the building, with holes in walls, chipped paintwork and broken radiator covers, which made cleaning difficult and increased the potential for infection.

While the home had a routine daily cleaning schedule, staff were not consistently completing all tasks. Staff were not following current guidance in relation to cleaning and decontamination of re-usable equipment.

The home had not taken steps to make sure there were enough staff to carry out enhanced cleaning to minimise the risk of cross infection and keep people safe from harm.

Although PPE was stored appropriately, people living and working in the home did not have ready access to hand sanitiser to support good hand hygiene practice.

The home had a staffing contingency plan to support the service if care staff were absent because of illness, self-isolation or exclusion following a positive COVID-19 test.

We informed NHS Highland of our concerns and they have agreed to provide support to the home.

We will undertake a further visit to monitor progress.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – Weak 2

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate 3

QI 7.2 Infection prevention and control practices – Weak 2

QI 7.3 Staffing arrangements – Adequate 3

Tigh-a-Rudha residential home, Isle of Tiree

Tigh a Rudha residential home is registered to provide care to 12 older people. The provider is Argyll and Bute council.

We carried out an unannounced inspection of the care home on 14 August.

The service was clean and tidy. Effective enhanced cleaning protocols ensured all communal and frequently touched areas were cleaned several times a day.

Staff had received training on infection prevention and control, COVID-19 and the use of PPE. Regular observations of practice ensured that staff were competent and confident in applying current COVID-19 guidance.

People were being well supported to maintain contact with family and friends using technology. A system for garden visits was in place in line with current guidance.

Families told us that they felt well informed about their relatives' care and gave us very good feedback about the care provided by the service.

People's personal risk assessments were up to date. Managers were aware that more work on the quality of care plans was required and had detailed action plans in place. Current care plans needed to be updated and there were no formal advanced care plans in place. We identified two areas for improvement to support this work.

Staffing levels were sufficient to meet people's needs and staff told us that the team worked well together. Staff reported that they felt supported by management. Managers were working on further recruitment with a view to increasing staffing levels to ease the pressure on existing staff and to create more opportunities for social activities with residents.

We have informed Argyle and Bute 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 – Good

QI 7.3 Staffing arrangements – Good

Arcadia Gardens care home, Glasgow

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

We carried out an unannounced inspection of the care home on 17 August with NHS staff.

The service made appropriate and timely referrals to a wide range of health professionals to support the various health care needs of people. This meant that the needs of people were being monitored and responded to appropriately with responsive action being taken.

People were being supported to maintain contact with family and friends by planned window visits facilitated by staff. Others were supported with letter writing and phone calls.

People were able to participate in a level of physical and social activity that was meaningful to them.

We saw in care plans that relatives were informed about changes in people's care regime and to support decision making. It was identified that improvements needed to continue with care reviews and anticipatory care planning.

There was a good level of cleanliness and tidiness in the home. Staff were able to demonstrate their knowledge and responsibilities of enhanced cleaning in line with the current guidance.

Each unit of the home had specific staff members who had overall responsibility for the infection prevention and control procedures and compliance, with the management team undertaking regular checks to support this.

PPE supplies were good and available to staff throughout the home. Staff were using the appropriate PPE in line with guidance and were promoting social distancing with the people they supported. This was managed sensitively.

Good communication was promoted throughout the home and ensured people who became unwell were supported when they needed it.

Staff had undertaken a variety of training relating to Covid-19 and infection prevention and control and were confident in their practice.

Staff were kind, patient and respectful when supporting people.

The service had a staff contingency plan to address any possible shortages in the future. Improvements were identified to ensure that current staffing levels were flexible enough to meet the needs of people.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing -Good

QI 7.2 Infection prevention and control practices - Good

QI 7.3 Staffing arrangements - Adequate

Dalawoodie care home, Dumfries

Dalawoodie care home is registered to provide care to 36 older people. The provider is Downing Care Ltd.

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

We found people were supported by a consistent care team who interacted with kindness. The premises appeared clean. However, there were weaknesses to the fabric of the building with flooring and doorways which were not intact making them harder to clean.

We observed good practice in staff wearing PPE, and posters were on display to remind staff of correct procedures for putting it on and taking it off. Staff were aware of social distancing measures, but this was not always monitored effectively. Access to the outdoors was good for people on the ground floor and this benefited people's wellbeing.

Staffing levels were assessed regularly, and efforts were made to respond flexibly to people's changing needs. We found relatives spoke positively about how the service had kept them up to date and were satisfied with care in general.

We have informed Dumfries and Galloway health and social care partnership, who have offered support and assistance to the service.

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

Fairview care home, Stirling

Fairview care home is registered to provide care to 60 older people. The provider is HC-One Ltd.

We carried out an unannounced inspection of the care home on 18 August with Healthcare Improvement Scotland.

We found that people were being well cared for and observed some good interactions between people experiencing care and staff. We observed warm, compassionate care. We found there were enough staff available to meet people's needs.

People were being supported by staff to maintain contact with family and relatives using technology. Visiting had begun in the garden with a system in place to manage this in line with current guidance.

People were being supported to remain active.

People living in the home were supported by care staff who were familiar with their choices and preferences. We encouraged the home to ensure that appropriate measures to maintain social distancing were used consistently, as well as support for people to move around safely and reduce stress and distress.

The home was clean and safe although we advised that some refurbishment would improve the experience for people living in the home.

The home was well stocked with PPE and we advised the provider on the right type of gloves to be used. This was addressed immediately. We saw good practice by staff in relation to PPE and hand hygiene. Staff were trained and knowledgeable in infection prevention and control.

Staff reported good support from the management team within the home.

We looked at people's personal plans and found that people who had been diagnosed with COVID-19 had a specific critical plan in place. Anticipatory care plans were in place and we saw that there was good involvement from relevant health professionals to support people's health.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

Bearehill care home, Brechin

Bearehill care home is registered to provide care to 49 older people. The provider is Tamaris (South East) Limited, a member of the Four Seasons Health Care Group. The service is in administration and currently managed by Belsize Healthcare (Scotland) Ltd, which has been appointed by the administrator.

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

The service followed current COVID-19 information and guidance with appropriate signage around the home. Staff used PPE appropriately and supported people to maintain social distancing. There were good interactions between staff and the people they were supporting. Staff had received appropriate training to help them to provide effective support through the pandemic. Residents told us they were looked after well by staff, and we saw that there were enough staff on duty to meet people's needs.

People received good support to enhance their wellbeing. There were opportunities to participate in daily activities that kept people engaged and stimulated. Health records were maintained and showed that residents were referred to health professionals if required. Residents were supported to keep in touch with friends and family through telephone calls, garden visits and Skype.

The premises were clean and tidy, and the provider had introduced enhanced cleaning schedules during the pandemic. We identified some areas for improvement in relation to infection control in the cleanliness of some equipment, laundering of clothes, and the storage and safe disposal of waste. The manager took immediate steps to address these which showed a willingness for continuous improvement.

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 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

Ailsa Craig, Glasgow

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

We carried out an unannounced inspection of the care home on 19 August with staff from NHS Greater Glasgow and Clyde and Healthcare Improvement Scotland.

People who live in the home were well cared for by staff who knew them well. Meaningful activities were provided but these were not offered routinely.

Families were kept informed about their relatives and events affecting the home. People were supported to have telephone and Zoom calls with their relatives.

The standards of cleanliness and decor throughout the home required improvement.

Staff had access to plentiful supplies of PPE. Staff were observed to be using PPE, although some were not always using the right type of gloves to carry out personal care.

We identified issues around infection prevention and control practices and associated quality assurance. We found some soiled mattresses and cushions that had been passed by the home's infection control audit processes. While the provider responded immediately to this, it is a concern that highlights weaknesses in aspects of quality management and monitoring.

Staff had completed infection prevention and control training. However, further work is required to evaluate the impact on practice given our findings that require improvement.

We found that night staff were expected to carry out cleaning tasks, which were not possible at times due to supporting people as a priority. We have asked the provider to look at staffing arrangements and routines at night to support better outcomes for people.

The communal areas around the home had been adapted for social distancing. We observed people being supported to keep a safe distance from one another.

Staff were able to provide good detail on how they supported people, but this was not always reflected within written care plans. The service had not developed anticipatory care plans.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Williamwood care home, in Netherlee, Glasgow

Williamwood care home is registered to provide care to 34 older people. The provider is Church of Scotland trading as Crossreach.

We carried out an unannounced inspection of the care home on 19 August with Healthcare Improvement Scotland.

People were being supported by the staff to maintain contact with family and relatives using technology. Garden and window visiting took place with safe systems in place to manage this in line with the current guidance.

People living in the home were supported by staff who were familiar with their choices and preferences. They were well cared for in a homely environment, where appropriate measures to maintain social distancing had been put in place.

People were supported to remain active, with a range of activities taking place. They were supported to move around safely to reduce stress and distress and this included accessing outside space.

Families were informed and involved in their relative's care. The feedback from families was very positive.

Personal plans and risk assessments were updated regularly and there was evidence of contact with external professional as needed. People had anticipatory care plans in place that clearly detailed the support they wished to receive at the end of their life. Where needed people's food and fluid intakes were monitored to ensure their nutritional needs were being met, improvements were needed in the recording of this.

We had serious concerns about the cleanliness of the environment and the equipment used by residents.

Staff did not fully comply with current guidance on infection prevention and control practices.

The service had a plentiful supply of PPE however, staff did not always follow guidance on the correct use of this. The lack of PPE stations meant it was not readily accessible or easy to dispose of. There was a lack of liquid soap and handtowels to promote correct hand hygiene practice. The service took immediate actions to improve on the areas of concern highlighted.

Staff were knowledgeable and informed about COVID-19 and current guidelines, but this was not evident in the practice observed.

There were sufficient staff on duty to meet the needs of those living in the service.

The service used agency staff to ensure appropriate staffing levels were maintained. They had no overview of the training these staff had received, which meant they were supporting people without adequate knowledge of current guidance to be followed.

We informed East Renfrewshire 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 2

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate 3

QI 7.2 Infection prevention and control practices – Weak 2

QI 7.3 Staffing arrangements – Adequate 3

Home Farm care home, Portree

Home Farm care home is registered to provide care to 40 older people. The provider is HC-One Limited.

We carried out an unannounced inspection of the care home on 20 August to follow up required improvements identified at previous inspections of the service in May and July.

As a result of the serious concerns identified previously, we made an application to the sheriff at Inverness sheriff court seeking cancellation of the service's registration under Section 65 of the Public Services Reform (Scotland) Act 2010. Following the application, we continued to monitor the home closely. We are satisfied that there has been considerable improvement in the quality of care experienced by people living in the home and the issues that were putting them at serious risk have been addressed. Considering this, we have decided not to pursue the cancellation of the service's registration through the courts.

We saw staff were kind and caring towards the people they were supporting. Interactions were warm and respectful, and people took time to listen and respond to people. Care plans were being developed to be more person-centred, and outcome focused. Wellbeing and activity plans were seen in place and were being developed.

The environment of the home was clean. However, there remain maintenance issues within the home that inhibit effective cleaning.

There had been improvements in staff practices including appropriate use of PPE and hand hygiene was being performed consistently.

We informed NHS Highland health and social care partnership of our findings.

We will undertake a further visit to monitor progress.

Evaluations

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

Havencourt care home, Stonehaven

Havencourt care home is registered to provide care to 42 older people. The provider is Ringdane Ltd.

We carried out an unannounced inspection of the care home on 19 August with an NHS colleague.

People were being supported by the staff with garden visits. Families told us that they were kept well informed and were happy with their relatives' care. People living in the home were supported by care staff who were familiar with their choices and preferences and treated them with dignity. Activities and supportive interactions for people who spent a lot of time in their rooms were limited, meaning people were not supported to remain active.

Although the environment appeared to be clean and uncluttered, there were concerns in relation to some care equipment not being completely clean.

Although staff were well informed about COVID-19, they did not always implement effective infection prevention and control procedures. This needs to be improved.

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

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

We will undertake a further visit to monitor progress.

Evaluations

Overall evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' – 3

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good 4

QI 7.2 Infection prevention and control practices – Adequate 3

QI 7.3 Staffing arrangements – Adequate 3

Templeton House, Ayr

Templeton House is registered to provide care to a maximum of 67 older people. The provider is Windyhall Care home LLP.

We carried out an unannounced inspection on 20 and 21 August.

A programme of activities supported people to be active. This included people who were isolating in their rooms.

Personal plans were clear and informative about how people should be supported by staff. People and their families were involved in reviews to ensure care continued to meet their needs.

People were supported by staff who knew them. Feedback from residents was very positive about living in the home. Families told us they appreciated the efforts made to keep them up to date and involved in decisions about their relatives.

Garden visits took place in line with current guidance.

The home had a high standard of cleanliness. Housekeeping staff were familiar with infection prevention and control measures required during the pandemic. Enhanced cleaning schedules included regular cleaning of handrails and door handles.

Staffing arrangements including numbers and skills were sufficient to meet the support needs of the people in the home. These were kept under continuous review by the manager.

Staff had easy access to PPE throughout the home and had received training on COVID-19, infection prevention and control and use of PPE. However, staff did not always follow guidance on the use of PPE.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

Springfield Bank nursing home, Bonnyrigg

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

We carried out an initial inspection of the service on 28 May the findings of which were outlined in the report laid before parliament on 10 June. We completed a further visit to the home on 20 August to follow up on the improvements that were required.

At the previous inspection staff did not always follow guidance on the correct use of PPE, with disposable aprons and gloves not always being single-use items.

When we visited on 20 August, staff were using PPE in line with guidance. They were able to describe the safe use of aprons and gloves and we observed them using these appropriately. Posters describing the safe use of PPE were displayed throughout and infection control lead workers were in place to observe staff practice and to help support their knowledge and practice.

This meant residents were safer because staff practice helped minimised the risk of the spread of infection.

We shared our findings with Midlothian health and social care partnership.

Evaluations

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

Craigie House, Crossgates, Cowdenbeath

Craigie House care home is registered to provide care to 30 older people. The provider is Kingdom Homes.

We carried out an unannounced inspection of the care home on 20 August.

We found that general cleanliness was adequate however, there was insufficient housekeeping staff and lack of senior oversight of daily and weekly enhanced cleaning schedules. PPE and hand sanitiser gel stocks were plentiful and available for staff, but PPE stations were disorganised and there was no PPE available in several residents' rooms. Staff were trained in infection prevention and control however, we observed some inconsistencies of this being put into practice.

Staffing levels were adequate, although care staff were using part of their time to undertake housekeeping duties.

Arrangements for checking the COVID-19 status of visitors were not sufficient to ensure that people were kept safe. We provided guidance and this was addressed during the inspection. Communal areas were laid out to promote social distancing however, we observed that residents were finding this challenging to maintain at times. We provided guidance on the importance of this.

Residents looked well and were supported to engage in both structured and informal activities of their choice during the time of our visit.

We informed Fife health and social care partnership of our concerns, who will provide support to the home.

A further visit will be undertaken to check improvements have been put in place.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Burnbrae care home, Falkirk

Burnbrae care home is registered to provide care to 28 older people. The provider is Falkirk council.

We carried out an unannounced inspection of the care home on 20 August with staff from NHS Forth Valley.

The feedback from residents and families was very positive. They had confidence in the staff team and felt safe, secure and well cared for. People were being supported by the staff to maintain contact with family, using technology that suited them. Visiting in the garden was established with a system in place to manage this in line with current guidance.

People living in the home were supported by care staff who were familiar with their preferences and support needs. Individuals' personal plans were of a good quality. This meant that we could determine how current care and support needs were being managed. There were established links and supports from health colleagues and this was valued by the care home team.

Staff had received training and were knowledgeable about COVID-19. There were good supplies of appropriate PPE and staff understood how this should be used. The staffing arrangements were sufficient to meet the needs of the people receiving care and physical distancing was supported.

The general environment in the home appeared clean, but there were concerns in relation to the cleanliness and storage of care equipment used by people resident. There was a lack of clear guidance for staff around enhanced cleaning schedules. A planned programme of refurbishment with a risk assessed plan for improvements to communal bathrooms is needed to minimise the risk of infection and improve the quality of the environment.

The service is participating in the development and evaluation of a care home infection prevention assurance tool with NHS Forth Valley. Staff demonstrated a commitment to improving practice and we are confident that involvement in this programme will result in the required developments being made.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Good

Forebank care home, Dundee

Forebank care home is registered to provide care to 56 older people. The provider is Forebank Ltd trading as Forebank Care Home.

Following an initial inspection of the service on 6 August, which was outlined in the previous report laid before parliament on 14 August. We completed a further visit to the home on 21 August to follow up on the improvements that were required.

At the previous inspection we were concerned about the management of medication and record keeping.

When we visited on 21 August, we found medication management systems had improved.

The home had put in place appropriate measures to maintain social distancing, as well as support for people to move around safely and reduce stress and distress.

We found the service to be clean, with staff wearing the appropriate PPE in line with good practice.

Staff were knowledgeable about the impact of COVID-19 and infection prevention and control practice.

At the previous inspection, we were concerned not all staff had received infection prevention and control training.

When we visited on 21 August, we found improvements were continuing to be made in infection prevention and control and use of PPE, and staff training was ongoing. All staff had a greater knowledge of managing risks associated with the use and disposal of PPE and social distancing measures.

We have informed Dundee 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

Beechwood Park care home, Alloa

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

We carried out an unannounced inspection of the care home on 21 August.

During our visit, we found that people were being supported by staff to maintain contact with family and friends. People were well cared for by staff who were responsive to their care needs and preferences. People's care plans contained adequate information to enable staff to support them effectively. Arrangements were in place to enable people to self-isolate safely when necessary.

People were supported to participate in activities, however some people who were being supported in their bedrooms were at risk of becoming isolated and would have benefitted from more stimulation and meaningful engagement with staff.

Standards of cleaning were adequate and enhanced cleaning was being undertaken in accordance with current guidelines. However, we noted some areas where further attention to detail was required to ensure effective infection prevention and control.

There were plentiful supplies of PPE and sufficient access to handwashing facilities. The provider was in the process of purchasing additional bins for PPE disposal and more slings for the stand-aid hoists to eliminate the need for people to share this equipment. Although staff had received training in the use of PPE, the training provided had not been evaluated and staff did not know how to remove used PPE safely.

People were being sensitively supported to socially distance and seating in communal areas had been safely arranged.

Staffing arrangements on the day of our visit were sufficient to meet the needs of people, however there was a lack of contingency planning to ensure safe staffing levels were maintained during planned and unplanned staff absence.

We have informed Stirling and Clackmannanshire 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

Ardenlee, Dunoon

Ardenlee care home is registered to provide care to 33 older people. The service is operated by TC Care Ltd.

We carried out an unannounced inspection of the care home on 24 August with Healthcare Improvement Scotland.

We found that people living in the home were being supported by kind and friendly staff who knew them well.

Many people were socially distancing in their rooms. People who enjoyed the company of others were being supported in communal sitting rooms with appropriate social distancing in place and monitored by staff.

People were being supported to keep in touch with their families. Some families were able to take part in visits in the garden. This was restricted to once a week as there were insufficient staff to support outdoor visits on a more regular basis.

Staff had limited opportunity to spend quality time with people isolating in their rooms. The provider should review staffing arrangements to ensure that there are enough staff to support people in their rooms, facilitate regular family visiting and engage people in meaningful activity.

Staff were familiar with, and were following, infection prevention and control procedures in line with current guidance. We noted that the cleanliness of the home was maintained to a satisfactory level.

Some of the mattresses in use within the home needed to be replaced. We discussed this with the provider and by the end of the inspection feedback we noted that an audit of all resident mattresses had begun. This prompt response by the provider indicated a strong resolve to ensure appropriate infection prevention and control measures were seen across the service.

We informed Argyle and Bute health and social care partnership of our concerns and they have provided support to the home.

We will carry out a further visit to check improvements have been put in place.

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

Kintyre House care home, Invergordon

Kintyre House care home is registered to provide care to 41 older people. The provider is Gate Healthcare Limited.

We carried out an initial inspection of the service on 1 July and the findings were outlined in the report laid before parliament on 8 July. We completed further visits to the home on 17 July, with the findings laid before parliament on 8 August. We completed a further visit to the home on 25 August to follow up the improvements that were required:

The service had made some progress on assessing and planning for people's care. They had prioritised this work for those people who had a higher level of support needs and associated risks. Most care plans had been reviewed and contained up-to-date information that would help staff provide appropriate care and support. We felt that further development was required to ensure that the care plans fully reflected people's needs and a person-centred approach.

Most staff had completed appropriate training in relation to infection prevention and control procedures and the management of COVID-19. The manager monitored staff practice regularly.

There had been significant progress in the safe use and disposal of PPE by staff. The management team had introduced quality management controls to ensure this continued. The manager had begun staff supervision that would help them identify ongoing training needs.

We have informed Highland health and social care partnership, which has offered support and assistance to the service.

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

Rowandale nursing home, Glasgow

Rowandale nursing home is registered to provide care to 28 older people. The service is operated by Forth Care Limited.

An initial inspection of the service was carried out on 28 July, which was outlined in the previous report laid before Parliament on 5 August.

Further visits took place on 31 July and 25 August with Healthcare Improvement Scotland to follow up on the improvements required.

Significant improvements had been made to the management of laundry and the assessment of staff practice in relation to infection, prevention and control.

There was some improvement in the cleanliness of the home and care equipment. Further work is required to ensure consistent standards are being maintained.

Staff demonstrated a better understanding of how to use PPE correctly and the importance of effective hand-washing techniques. Social distancing measures were being followed in line with best practice.

We have re-evaluated the service to reflect the action taken to address areas of concern.

We have informed Glasgow city health and social care partnership and NHS public health 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

Barrogil House care home, Kirkcaldy

Barrogil House care home is registered to provide care to 40 older people including respite. The provider is Barrogil Limited and the service is part of Kingdom homes.

We carried out an unannounced inspection of the care home on 25 August with Healthcare Improvement Scotland.

People living in the home were being supported by staff to maintain contact with family and relatives using technology. Visiting had begun in the garden with a system in place to manage this in line with the current guidance. People were able to freely move around the home and use the outdoor space. As a result, they were being supported to remain physically active and maintain relationships. One-to-one activity was taking place and was enjoyed by people living in the home.

People living in the care home were supported by care staff who were familiar with their choices and preferences which was evident in the warm rapport between staff and the people in their care.

The measures put in place to promote social distancing, the support for people to move around safely, and the observed practice of staff created a feeling of some normality and were seen to reduce stress and distress.

The home was clean, tidy and well maintained with good cleaning routines. The communal areas around the home had been adapted for the purposes of social distancing.

Supplies of PPE were good and were available for staff throughout the home. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control.

Staff were using the appropriate PPE in line with the guidance and were promoting social distancing with the people they supported.

The staffing arrangements were sufficient to meet the needs of the people receiving care. There was good teamwork, morale was good and staff felt supported by their peers and the manager. This resulted in effective communication and coordinated care and support.

We 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?' – Good

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

Methven House care home, Kirkcaldy

Methven House care home is registered to provide care to 62 older people. The provider is Kingdom Homes Ltd.

We carried out an unannounced inspection of the care home on 25 August with Healthcare Improvement Scotland.

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 appropriate measures to maintain social distancing as well as support for people to move around safely.

The staff team was responsive to people's wellbeing needs and there was good evidence of linking with external agencies. Records were not always fully completed, and we discussed the need for improvement with the manager.

The home was clean, tidy and well maintained. Care equipment was found to be clean. Supplies of PPE were good and available for staff throughout the home. The home had developed systems to audit infection prevention and control measures that included auditing of staff practice such as hand washing, and senior staff regularly observed staff members' use of PPE.

There were enough staff on duty to meet people's needs. Staff told us that the staffing levels were good and that this allowed them to spend time with residents.

Morale was good and they felt supported by their peers and the management team including external managers.

We 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 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

St. Mary's care home, Monifieth

St Mary's care home is registered to provide care to 30 older people. The provider is the Roman Catholic Diocese of Dunkeld.

We carried out an unannounced inspection of the care home on 25 August 2020.

The service followed current COVID-19 information and guidance with appropriate signage around the home. Staff used PPE appropriately and supported people to maintain social distancing. There were warm and friendly interactions between staff and the residents. Staff had received training to help them to provide effective support through the pandemic and they were supporting people safely. Residents looked relaxed and happy during our visit and they told us that they were looked after well by staff.

There were enough staff to provide good support to the people living in the service. People had the opportunity to participate in daily activities which kept them engaged and stimulated. Health records showed that residents' health was being assessed and that they were referred to health professionals if required. Residents were supported to keep in touch with family and friends through telephone calls, garden visits and Skype.

The premises were clean and tidy, and the provider had introduced enhanced cleaning schedules during the pandemic.

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?' – Good

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Very Good

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