



## **Fortnightly report to the Scottish Parliament on Care Inspectorate inspections**

**Laid before Parliament 16 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 2 September 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.

## **Bayview Care Home, Cruden Bay, Aberdeenshire**

Bayview Care Home in Cruden Bay, Aberdeenshire is registered to provide care to 30 older people. The provider is Bayview Care Home Ltd, part of the Meallmore group.

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

People were being supported by the staff with garden and window visits. Staff also helped people to use technology to maintain contact with relatives.

Care staff were familiar with people's choices and preferences and treated them with dignity and respect. The home had put in place appropriate measures to maintain social distancing. We saw evidence of staff taking positive steps to reduce isolation by providing personalised activities to each resident.

The environment was clean and uncluttered. Stocks of PPE were in good supply in appropriate places throughout the home. Staff were knowledgeable about the use of PPE and we observed them using it appropriately. Staff had a good knowledge of how to reduce risk, and how to identify signs and symptoms of COVID-19.

Cleaning regimes had been enhanced and senior staff monitored infection prevention and control measures such as hand washing and use of PPE. We gave additional guidance on the recording of cleaning of bathroom equipment.

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

Staff were knowledgeable and informed about COVID-19 and current guidelines. We observed staff following these guidelines to a high standard during the inspection.

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?' – Very good

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Very good

QI 7.2 Infection prevention and control practices – Very good

QI 7.3 Staffing arrangements – Very good

## **Royston Court, Edinburgh**

Royston Court care home is registered to provide care to 60 older people. The provider is City of Edinburgh Council

Following an initial inspection of the service on 28 July 2020 which was outlined in the report laid before parliament on 5 August 2020, we completed a further visit to the home on 27 August 2020 to follow up on the requirements.

People living in the service are now receiving arranged outdoor visits from their families and this has been welcomed.

At the previous inspection we had concerns that the care and support plans were not reflecting people's current needs. Staff were not following guidance on the correct use of PPE. There was a lack of leadership to ensure staff practices were being monitored.

We found that some progress had taken place to review and evaluate the care/personal plan documentation to reflect the needs of people experiencing care.

There are ongoing concerns with regard to the lack of senior staff working in the service. Staff practices were not being monitored in the correct use of PPE and social distancing was not always taking place.

There continues to be a high use of agency staff which is not always ensuring a consistent staff team.

Many people were being supported in their rooms and there was still little evidence that people living in the service were given the opportunity to take part in meaningful activities.

Another inspection will be arranged to follow up on the areas identified for improvement.

## **Evaluations**

There have been no changes made in the evaluations for the service.

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

## **Castle View Nursing Home, Dumbarton**

Castle View care home is registered to provide care to 60 older people. The provider is HC One.

We carried out an unannounced inspection of the care home on 27 August 2020 with Healthcare Improvement Scotland.

People living in the home were supported by care staff who were familiar with their choices, routines, and preferences. Staff were actively engaged in supporting people, and we observed people being treated with thoughtfulness and respect.

Personal care plans were up to date and well maintained. We saw individuals benefited from good links with external healthcare professionals. The service told us they now felt well supported by visiting doctors and community nurses. People's changing care and support needs were being regularly assessed, identified, and well managed.

Residents had been supported to stay in touch with the people important to them. Families had opportunities to undertake garden visits. Others had been enabled to visit their relatives during end of life care. The service had recently received positive

feedback from families and was planning for the introduction of internal visits in line with new guidance.

The home was clean, tidy, and overall, well maintained. A planned programme of internal improvement was actively progressing. Enhanced cleaning schedules were in place and this included the increased cleaning of touch points throughout the home.

We observed good management of PPE including its storage, access, and disposal.

Communal areas had been adapted for the purposes of social distancing. Appropriate signage was visible throughout the home and provided important prompts for staff and essential visitors.

Staff had received regular training and were knowledgeable about COVID-19 and infection prevention and control. The service undertook regular competency assessments with staff and had appointed two infection control leads to help embed current guidance.

The staffing arrangements were good with sufficient staff available to meet the needs of the people living in the service. There was a staffing contingency plan to help manage staff absences, holiday cover and unplanned shortages.

We informed West Dunbartonshire 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

## **Croftbank House, Uddingston**

Croftbank House care home is registered to provide care to 68 older people. The provider is Renaissance Care (No 7) Limited.

We carried out an unannounced inspection of the care home on 27 August 2020.

We found that people who used the service were being well cared for in a homely environment. Residents looked relaxed around staff and staff knew residents extremely well.

Aspects of the home's usual activity programme that could continue were taking place with the introduction of some new ways for supporting people through the pandemic.

We asked the service to review social distancing for residents in the communal lounges to ensure that this was always promoted.

Care plans were completed well and had been reviewed and updated appropriately. Individual COVID-19 care plans showed involvement from residents and/or their representative.

The environment was clean, with good systems in place for ensuring frequently touched areas were cleaned throughout the day. Staff had received training on infection prevention control, COVID 19 and the use of PPE.

We identified areas of infection prevention and control that could be improved upon including the cleanliness of some equipment and the management of soiled linen.

People were supported by staff who knew them well and we saw good interactions between residents and staff. There were enough staff available to ensure residents needs were met.

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

## **Evaluations**

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

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection control practices – Good

QI 7.3 Staffing arrangements – Good

## **Belgrave Lodge Nursing Home, Edinburgh**

Belgrave Lodge is registered to provide care to 33 older people. The provider is Dixon Sangster Partnership.

We carried out an unannounced inspection of the care home on 26 August 2020.

People's care and support needs were met. Personal plans provided guidance to staff about people's individual needs. The service had good links with external healthcare professionals.

People were supported to stay in touch with relatives and friends using technology. Garden visits had recently commenced and people were enjoying meeting their families. Feedback from residents we spoke with was positive, they said they mostly got on well with staff.

There were sufficient staff on duty to attend to peoples care and support needs.

The premises were clean; however cleaning products had not been assessed as meeting current guidance and were not stored safely.

PPE was not always used or disposed of appropriately. Some staff were wearing cloth face coverings rather than surgical masks. There was no alcohol-based hand rub or masks available at PPE stations. Some general waste bins contained used PPE.

There was a lack of training for staff on infection prevention and control practice. Newer staff had received general infection control training; however this training was out of date for existing staff.

Staff were not always complying with social distancing or supporting residents to maintain a safe distance as far as possible.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

## **Rannoch Lodge Care Home, Glasgow**

Rannoch Lodge Care Home in Cumbernauld is registered to provide care to 42 older people. The service is operated by Greene Care Homes Limited.

We carried out an unannounced inspection of the care home on 28 August 2020 with Healthcare Improvement Scotland.

The interactions between staff and residents were caring and considerate, however we saw that some people spent long periods with no stimulation or activity. There were concerns about the promotion of continence, provision of personal care and the timing of administration of medication. Care plans did not contain COVID-19 related assessments. The care plans required to be reviewed and updated with the involvement of residents and those important to them.

Garden visits, window visits and video/phone calls had helped people to remain in contact with those important to them.

Staff and residents were mostly maintaining social distancing measures.

There was a good general level of cleanliness and tidiness in the home. Some areas of the home required to be refurbished to reduce the risk of infection transmission. A refurbishment programme was in progress.

There was concern about the cleanliness of some mattresses. These were replaced quickly. Some improvements needed to be made in relation to the management of laundry.

We saw that all staff were vigilant in ensuring infection prevention and control measures were adhered to. This included the appropriate use of PPE and hand hygiene.

Staffing levels were found to be sufficient, although recently recruited and agency staff had not been provided with a robust and safe induction.

We informed North Lanarkshire Council's health and social care partnership of our concerns and they have agreed to provide support to the home.

We will undertake a further visit to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Pine Villa Nursing Home, Loanhead**

Pine Villa is registered to provide care to 19 older people. The provider is Mansfield Care.

We carried out an initial inspection of the service on 28 July 2020. The findings were outlined in the report laid before parliament on 5 August 2020. We completed a further visit to the home on 31 August 2020 to follow up on the improvements that were required.

At the previous inspection we identified the need to improve infection prevention and control, including the cleaning of the environment and disposal of waste. There was unacceptably arranged seating and inappropriate use of double rooms.

When we visited on 31 August 2020 a new process for the management of waste was near completion. The home was clean, communal areas were better arranged to allow for appropriate social distancing and some areas of the home were in the process of redecoration.

There were sufficient staff to meet the needs of the people living in the home. The manager had a good overview of the day to day support for people, including direct care. Essential equipment, maintenance and ongoing training for staff with regard to COVID-19 were in place, helping to promote people's safety. Audits were used to direct where improvements were needed.

There were three rooms registered as double rooms. The use of shared rooms increases the risk of transmission of infectious disease. We reminded the manager that shared rooms should only be for people who choose to live together in a relationship.

We informed Midlothian health and social care partnership of our findings

## Evaluations

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

### Eastleigh Care Home, Peterculter

Eastleigh Care Home is registered to provide care to 35 older people. The provider is Pepperwood Care (Management) Ltd.

We carried out an unannounced inspection of the care home on 31 August 2020 with Healthcare Improvement Scotland.

People living in the home were supported by staff who were caring. The home had put in place measures to maintain social distancing but this had resulted in some people being more isolated than they needed to be.

Visiting had begun in the garden with a system in place to manage this, in line with the current guidance.

People looked bored and were sedentary because they were not being supported to remain active, and few one-to-one activities were taking place. Individuals' personal plans were of a poor quality, this meant staff could not see up to date preferences and choices or monitor people's progress.

The environment had been decluttered, and there was increased cleaning of frequently touched areas. There were concerns in relation to the general cleanliness of the environment and the lack of visible monitoring schedules. Staff and residents could not be sure that all areas and equipment were free from infection and safe to be used.

PPE was not stored properly and was not easily accessed by staff. Staff did not always use PPE appropriately and in line with guidance.

Staff training in infection, prevention and control was up to date. The monitoring and improvement of staff competency in relation to infection prevention and control was not effective and this increased the risk of infection in the home.

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?' – Weak

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak  
QI 7.3 Staffing arrangements – Weak

## **Palm Court, Rothesay**

Palm Court care home in Rothesay is registered to provide care to 8 older people. The service is operated by Mr and Mrs J Young a Partnership.

Following an initial inspection of the service on 14 July 2020, which was outlined in the previous report laid before parliament on 22 July 2020. We completed a further visit to the home on 31 August 2020 to follow up on the improvements that were required.

At the initial inspection, we identified the need to improve infection prevention and control, including the cleaning of the environment, appropriate use of PPE, disposal of waste and the management of the laundry.

When we visited on 31 August, the provider had implemented effective systems of quality assurance to assure the cleanliness of all areas of the home and any shared equipment. Detailed cleaning schedules and regular checks meant that the cleanliness of the environment was ensured. Staff were competent and confident in carrying out their allocated cleaning tasks.

We found that clinical and household waste were clearly separated, and clinical waste was appropriately disposed of. The provider had enough new, purpose built and clearly marked clinical waste bins in place. Staff knew what went where and knew about the importance of securing infected waste to help keep everyone safe.

Staff used PPE correctly and in accordance with Scottish Government guidance. The provider had introduced improved quality assurance processes, including regular observations of practice, increased training, and supervision. The new processes supported staff to be competent and confident in their practice.

The provider had made significant progress with improving the laundry facility, and further work was ongoing to meet our requirements within the given timeframe.

We informed Argyll and Bute health and social care partnership of our findings.

A further visit will be undertaken to follow up on the requirement for improving the laundry facility.

### **Evaluations**

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

## **Holy Rosary Care Home, Greenock**

Holy Rosary care home is registered to provide care to 28 older people. The provider is Little Sisters of the Poor Greenock, a Scottish Charitable Incorporated Organisation.

We carried out an initial unannounced inspection of the care home on 18 June 2020, the findings of which were outlined in the report laid before parliament on 24 June 2020. We completed further unannounced visits to the service on 30 July 2020 and 31 August 2020 to follow up on the improvements that were required.

At the initial inspection we identified areas for improvement in infection prevention and control quality management and assurance systems.

When we visited on 31 August 2020, we found evidence of improvements in the systems to support the management of infection prevention and control. The home was clean and well maintained, with enhanced cleaning schedules implemented and an action plan to help deliver further improvements. There was sufficient improvement to conclude that the requirement we made was met.

The service continues to be supported by Inverclyde health and social care partnership.

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

We informed Inverclyde 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

## **Guthrie House, Edinburgh**

Guthrie House care home is registered to provide care to 88 older people. The provider is Four Seasons Healthcare Group.

We carried out an unannounced inspection of the care home on 1 September 2020 with NHS Lothian. We issued a serious letter of concern to the provider on 1 September 2020 which detailed immediate action that the home must take. We made a further visit to the service on 3 September 2020 to follow up on the improvements we had required.

People did not have easy access to fluids within their own rooms or other areas of the home, therefore were not supported to be well hydrated. In addition, people were not supported appropriately when they experienced pain and distress.

There was no evidence to show that people living within the care home had been encouraged to keep in contact with their families during lockdown. Scottish Government guidance had been implemented with details being taken prior to a

family 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. Staff were not fully complying with current guidance on infection prevention and control and did not fully understand safe practices with regards to PPE.

Staffing levels were not sufficient for staff to provide social stimulation for people.

Some attempts had been made to support social distancing, but these were limited.

At the visit on 3 September we found that some attempts had been made to address the concerns and make improvements, however, these were not sufficient.

We informed the health and social care partnership of our concerns and they have offered to support the home to make the required Improvements.

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

## **Newton House, Newton Mearns, Glasgow**

Newton House care home is registered to provide care to 113 older people. The provider is Hamberley Care 1 Limited.

We carried out an initial inspection of the service on 5 August 2020. We issued a serious concern letter on 6 August 2020 with details of the immediate action that the home must take. We completed a further visit on 11 August 2020 to follow up on the improvements that were required. We found there had not been significant improvement and an Improvement Notice was issued on 14 August 2020. The findings of the inspection were outlined in the report laid before parliament on 19 August 2020.

We visited on 20 August 2020 to follow up on the requirements contained in the Improvement Notice. There was insufficient improvement in the service, and we extended the timescales for improvements to be made. The concerns were in relation to cleanliness of the environment and equipment, infection prevention and control practice, the use of PPE and a lack of social distancing.

A further visit was carried out on 1 September 2020. We found that the cleanliness of the environment and the equipment had improved. Staff had received training and

were knowledgeable about COVID-19 and infection prevention control practice and were using PPE appropriately. People living in the home were supported to maintain social distancing. We informed the provider they had met the requirements detailed in the Improvement Notice.

We informed East Renfrewshire 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.

## **Quayside, Glasgow**

Quayside care home is registered to provide care to 174 older people. The provider is HC-One Oval Limited.

We carried out an unannounced inspection on 1 September 2020 with staff from Healthcare Improvement Scotland.

People were being supported by staff to maintain contact with family and friends using technology. Feedback from families was positive and reflected that they felt informed and involved in their relatives' care. Visiting had begun in the gardens with a system in place to manage this, in line with current guidance.

People were able to freely move around the home safely and use the outdoor space available. People were being supported to remain active and regular activities were taking place.

Staff provided good support to maintain people's health and wellbeing. We spoke with a visiting health professional who was positive about staff responsiveness to people's changing health needs.

The home was generally clean and well maintained. Enhanced cleaning schedules were in place for areas where people frequently touched.

PPE supplies 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 promoting social distancing with people they supported, and this was managed sensitively. The communal areas around the home had been adapted for the purposes of social distancing.

We identified issues around infection prevention and control practices and the system for checking the quality of mattresses. This is an area that requires improvement to ensure all mattresses are checked in line with current infection control standards, and that action is taken when needed.

The staffing arrangements were sufficient to meet the needs of people receiving care. We saw that staff had time to provide care and support with compassion and engage in meaningful conversation and interactions. Whilst staff were able to provide good detail on how they supported people and were familiar with individual choices and preferences, this was not always reflected within written care plans. The service needed to progress work on developing 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?' – 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

## **Balhouses Dalnaglar, Crieff**

Balhouses Dalnaglar care home in Crieff is registered to provide care to 40 older people. The provider is Balhouses Care Limited.

Following an initial inspection of the service on 16 June 2020 which was outlined in the report laid before parliament on 24 June 2020, we completed a further visit to the care home on 1 September 2020 to follow up on the improvements that were required.

We found that improvements identified at the first inspection had been met. People were getting support and encouragement to drink enough fluids each day and this was suitably monitored by staff. We found that staffing levels were adequate to meet needs of people living in the home and that people were given suitable support to access the nurse call alarm system. People now had anticipatory care plans in place which detailed their wishes for palliative and end of life care.

All staff had completed specific COVID-19 awareness and infection prevention and control training. Staff had increased their knowledge of infection prevention and control and were seen to be wearing the necessary PPE as required and disposing of it appropriately.

Staff had a friendly and warm manner. However, we thought people could still get more out of their day and be engaged in activities they find meaningful and enjoyable.

The three requirements made at the inspection on 16 June 2020 were met. Based upon our positive findings in relation to improvements made by this service we have reviewed the evaluations for this care home. The updated evaluations are set out below.

The Perth and Kinross health and social care partnership have been updated.

## **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 – Adequate

## **Moncrieffe Nursing Home, Perth**

Moncrieffe Nursing Home is registered to provide care to up to 34 older people. The provider is Bryden Foods (Perth) Ltd.

We carried out an initial inspection of the service on 23 and 25 June 2020. The findings were outlined in the report laid before parliament on 08 July 2020. We completed a further visit to the home on 01 September 2020 to follow up on the improvements that were required.

At the initial inspection we identified areas for improvement in relation to cleaning regimes, social distancing, and the provision of summary support plans (COVID-19) or anticipatory care plans.

When we visited on 01 September the service had introduced summary support plans and was developing anticipatory care plans. We gave guidance on how to improve these.

There was a process for auditing infection prevention and control practice and the service had introduced a development plan. There had not yet been a plan developed for staff to reflect on training and practice.

There were records of staff training around infection control and PPE.

Social distancing in the service had improved, although further improvement was required.

There were sufficient staff available to meet people's needs, although the service was not using a dependency tool to assess people's needs.

We informed Perth and Kinross 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.

### Woodside Court Nursing Home, Glenrothes

Woodside Court care home is registered to provide care to 60 older people. The provider is HC-One Limited.

We carried out an unannounced inspection of the care home on 1 September 2020.

People received warm and compassionate care from staff that knew them well. People were supported to remain active and one to one activities were taking place. Personal plans were being regularly reviewed and evaluated. This informed staff how to maximise the wellbeing and quality of life of residents whilst keeping them safe.

The layout of the home meant that staff were able to support residents with physical distancing. Residents told us they were happy with their care. People were supported to communicate with family and friends using technology and visiting was being co-ordinated in accordance with current guidance

The home was clean and tidy. Enhanced cleaning schedules were in place; this included two hourly cleaning of touch points throughout the home. PPE supplies were good and available for staff throughout the home. Staff were following current guidance when carrying out hand hygiene. In one shower room we found equipment that was rusty; this was removed immediately and new equipment was ordered.

There were enough staff to provide basic care however peoples' social needs were not always being met when the activities coordinators were not there.

Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. They were observed putting what they had learned into practice and their skills and knowledge were evaluated regularly.

## 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

### Millbrae Care Home, Coatbridge

Millbrae care home is registered to provide care to 40 older people. The provider is Woodside Care Homes Ltd which is part of the Thistle Healthcare Ltd group.

We carried out an unannounced inspection of the care home on 2 September 2020 with Healthcare Improvement Scotland.

The care and support provided in the service was adequate. People had been supported to keep in contact with their families and friends through garden visits and by using technology. There were limited opportunities to take part in activities. We asked the provider to ensure a range of activities, which reflect people's wishes and preferences, are available to all.

The home was clean and in a good state of repair. All staff had completed training in COVID-19 specific infection prevention and control. 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 an adequate standard. The storage and security of PPE and other supplies was untidy. We asked the provide to ensure storage areas were tidy and secured appropriately.

There were enough staff to meet the needs of the people receiving care in 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 – Good

## **Lochleven Care Home, Dundee**

Lochleven care home is registered to provide care to 100 older people. The provider is Thistle Healthcare Limited.

We carried out an unannounced inspection of the care home on 2 September 2020.

People were being supported by staff who were familiar with their needs and choices, in an environment which was quiet and calm. Communal spaces had been arranged to help promote social distancing, with tables and chairs well apart from each other and limited numbers of people in each room. We saw that there were enough staff to meet people's needs and that staff were warm and compassionate. People were being supported to maintain regular contact with their families and we saw garden visits taking place during the inspection.

Personal plans and risk assessments were updated regularly and anticipatory care plans contained good information about people's end of life wishes. Fluid intake was monitored for all individuals in the home but opportunities to increase fluid intake for vulnerable people were sometimes being missed.

Staff had received training in the use of PPE. The home had a good stock of PPE, which was available throughout the home and we saw this being used appropriately by staff.

There were inconsistencies in the safe storage and disposal of PPE, standards of cleanliness and infection prevention and control practice. Some areas of the home were not cleaned to an acceptable standard. We provided guidance on how infection prevention and control practice could be improved, and we saw action being taken to address this.

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

## **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

## **Abbey House Residential Care Home, Kirriemuir**

Abbey House care home is registered to provide care to 15 older people. The provider is Jillian Falloon.

We carried out an initial inspection of the service on 23 July 2020 the findings were outlined in the report laid before parliament on 5 August 2020. We completed a further visit to the home on 3 September 2020 to follow up on the improvements that were required.

At the initial inspection we identified that improvement was needed in relation to the provision of activities, infection control practice, staff knowledge of COVID-19 and staffing levels.

At the follow-up inspection more people were enjoying time in communal areas while observing social distancing. There was regular meaningful interaction and engagement with staff. People had opportunities to take part in a range of activities, both indoors and outside and were being encouraged and supported to move more.

The provider had improved the system for the safe management of clinical waste and laundry within the home. Furthermore, the laundry area was undergoing refurbishment with the purchase of industrial laundry equipment.

New personal care equipment had been purchased to replace outdated damaged equipment and damaged and worn fixtures and fittings had been repaired to a good standard or replaced.

The provider had implemented an appropriate audit programme for infection control in line with the National Infection Prevention and Control Manual.

When we visited on 3 September 2020 all staff except the management team had completed the relevant COVID-19 training and we saw that safe systems had been put in place to ensure that training was ongoing, and that staff competency was monitored

While staffing numbers had not increased, we saw that the way in which staff were working ensured that peoples wider needs were being met.

We informed Angus health and social care partnership of our findings

## **Evaluations**

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

## **Williamwood, 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 initial inspection of the service on 19 August 2020, the findings of which were outlined in the report laid before parliament on 2 September 2020. We completed a further visit to the home on 4 September 2020 to follow up on the improvements that were required.

At the initial inspection we identified areas for improvement in relation to the support people received to eat and drink, use of agency staff, the cleanliness of the environment and infection prevention and control practices including the use of PPE.

When we visited 4 September 2020, we continued to find that there were issues with the recording of individuals food and fluid intake.

There was improvement in the cleanliness of the service and damaged furnishings had been replaced. PPE was more accessible and staff were using this appropriately. Training was ongoing in this area with measures in place for management to regularly monitor staff practice.

Liquid soap and hand towels were now available in residents' bedrooms for staff to wash their hands, ensuring correct infection control and hand hygiene practices were followed.

The service had taken action to ensure that it was aware of the training that agency staff had undertaken. This ensured agency staff had the skills and knowledge to meet the needs of people receiving care.

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

## Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Adequate

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements – Adequate

## Craig En Goyne, Kilsyth

Craig En Goyne care home is registered to provide care to 48 older people. The provider is Craig En Goyne Care Company Limited.

We carried out an initial inspection of the service on 23 July 2020, the findings of which were outlined in the report laid before parliament on 6 August 2020. We completed a further visit to the home on 7 September 2020 to follow up on the improvements that were required.

At the initial inspection we identified areas for improvement in relation to opportunities for people to mobilise or take part in meaningful activities, infection prevention and control including hand hygiene and use of PPE and staffing levels.

When we visited on 6 August 2020 people were engaged in a range of activities and staff encouraged and safely support people to move around the home. This promoted good health and wellbeing.

Most staff had completed appropriate training in relation to infection prevention and control procedures and the management of COVID-19 with further training planned to ensure all staff completed this.

An audit process to monitor staff practice had been introduced. Regular observations of practice ensured that staff were competent and confident in applying current COVID-19 guidance. This meant residents were safer because staff practice helped minimised the risk of the spread of infection.

Staffing levels had been reviewed and additional hours agreed by the provider, however the additional staff needed were not yet in post. Domestic staff were struggling to complete the enhanced cleaning schedule. The hours available for domestic work had been agreed which should address this issue.

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

## Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Golfhill Care Home, Glasgow**

Golfhill care home is registered to provide care for 105 older people. The provider is Advinia Care Homes Ltd.

We carried out an unannounced inspection on 7 September 2020 with Healthcare Improvement Scotland.

People were able to maintain contact with family and friends using technology. Feedback from families was positive and reflected that they felt informed and involved in their relative's care. Visiting had commenced in the garden in line with current guidance.

People were supported to remain active, although opportunities for activities for some people could have been better.

Staff knowledge and practice of how to manage the care of people's skin, in line with best practice, required improvement. Risk assessments for people's health and wellbeing also required improvement.

The service needs to progress work on developing anticipatory care plans across the home. People's individual choices and preferences were not always reflected within care plans.

Whilst the home was generally clean, some areas needed redecoration. The communal areas around the home had been adapted for the purposes of social distancing. People were supported to keep a safe distance from one another.

Staff were not always using PPE in line with current guidance. Further training on infection and prevention control is required.

The staffing arrangements were sufficient to meet the needs of people receiving care in the service. We saw that staff had time to provide care and support with compassion and engage in meaningful conversation and interactions with people.

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 – Weak

QI 7.2 Infection prevention and control practices – Adequate

## QI 7.3 Staffing arrangements – Adequate

### **Hutton Park Care Home, Largs**

Hutton Park care home is registered to provide care to 37 people. The provider is Hutton Park Limited.

We carried out an unannounced inspection of the care home on 7 September 2020 with Healthcare Improvement Scotland.

The environment was in a good state of repair, free from clutter and clean. There were sufficient supplies of PPE and hand cleansing products were available throughout the home.

Staff had undertaken training, were knowledgeable about COVID-19 current guidance and demonstrated good infection control procedures. Staff promoted social distancing.

Staff interaction with residents and each other was kind, attentive and respectful. There was sufficient staff to meet people's basic care needs but more needs to be done to improve stimulation and meaningful activities for all residents in the absence of activity staff. People had been encouraged to keep in touch with family and friends using technology. Visits were also encouraged using the grounds and adhering to social distance guidance.

Care plans were completed well and had been reviewed and updated appropriately. People received care from external health professionals and staff followed guidance given. We did not see anticipatory care plans in place for residents. This is currently being progressed.

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

### **Evaluations**

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

### **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 initial inspection of the service on 12 and 13 August 2020. The findings were outlined in the report laid before parliament on 2 September 2020. We completed a further visit to the home on 7 September 2020 to follow up on the improvements that were required.

At the initial inspection we identified areas for improvement in relation to the cleanliness of the environment and the equipment used by residents. Care plans lacked detail to enable staff to meet people's health and care needs, and relatives and carers were not involved in care plan reviews

When we visited on 7 September 2020, we found that cleaning schedules had been revised. There had been a deep clean of the service, and the standard of cleanliness of premises and equipment had improved. Repairs and maintenance to the building had commenced, which made cleaning easier and decreased the potential risk for infection. Staff had a greater understanding of current guidance and infection control procedures.

Some people's health and care needs had been evaluated. Consequently, those care plans contained sufficient detail to enable staff to meet people's health and care needs.

The service had taken steps to make sure there were enough staff to complete enhanced cleaning which minimised the risk of cross infection and helped keep people safe from harm.

Staff testing for COVID-19 was being undertaken in line with guidance.

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

## **Evaluations**

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

## **Braemount Nursing Home, Paisley**

Braemount care home is registered to provide care to 90 older people. The service is operated by Advinia Care Homes Ltd.

We carried out an unannounced inspection of the care home on 7 September 2020 with Healthcare Improvement Scotland.

People living in the home were supported by care staff who were familiar with their choices and preferences and who were kind and attentive.

People who enjoyed the company of others were being supported in communal sitting rooms and being reminded to socially distance by staff. Staff implemented our guidance to further improve the social distance measures in the lounge areas.

People were being supported to keep in touch with their families using a range of methods including phone calls and social media. Visiting had begun in the garden and at windows with a system in place to manage this in line with the current guidance.

Support plans were of a variable quality and assessments were not always completed, meaning individuals needs were not always clearly identified or

effectively planned for. This included anticipatory care plans to detail wishes for palliative and end of life care.

There were risk assessments and nutritional tools, needed to help people to remain healthy and to ensure that any risks with eating and drinking were identified quickly. These were not fully completed and up-to-date to inform staff of the current nutritional needs of individuals.

There were concerns raised in relation to the cleanliness of the environment and the equipment used by residents. The environment was generally clean however the cleaning schedules are not ensuring that standards were maintained consistently across all areas. Small repairs needed attention to keep the environment in good order and minimise impact on effective cleaning.

Staff were knowledgeable and informed about COVID-19 and current guidelines.

The staffing arrangements were sufficient to meet the needs of the people living in the home. The provider continues to actively recruit nursing staff to reduce the number of agency staff being used in the service.

We informed Renfrewshire health and social care partnership of findings.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

## **Bellfield Home, Banchory**

Bellfield Home 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 8 September 2020. People who used the service were well cared for in a homely environment. People looked relaxed around the staff who know them well. They were being supported to maintain contact with family and friends. Visiting had begun in the garden with a system in place to manage this in line with the current guidance.

People were encouraged to remain active and were supported to freely move around the home. One-to-one activities were taking place and people regularly accessed the garden.

Systems were in place to update families regarding their relative's care and to discuss any concerns or worries they may have.

People living in the home were supported by a core group of staff who were familiar with their choices and preferences. There were appropriate measures to maintain social distancing, as well as support to reduce stress and distress.

The home was very clean. Enhanced cleaning schedules were in place, this included frequent cleaning of touch points throughout the home. The communal areas around the home had been adapted for the purposes of social distancing. Staff and residents adhered to this.

Staff had received training and were knowledgeable about COVID-19 and infection prevention and control. Supplies of PPE were good and were available throughout the home. We noted that further decluttering in some areas and a review of the storage of PPE would help infection prevention and control.

Staff levels were appropriate to meet people's needs and staff told us that there was good team working. Staff reported that they felt supported by management. Staff were part of the weekly COVID 19 testing programme.

## **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 – Very Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Very good

## **Craighead Care Home, Newport-on-Tay**

Craighead care home is registered to provide care to 56 older people. The provider is Craighead Care Limited.

We carried out an unannounced inspection of the care home on 8 September 2020 with Healthcare Improvement Scotland

People who used the service appeared well cared for. The staff showed them respect and kindness which resulted in a relaxed and comfortable environment. Some residents were supported within their own rooms and, to reduce isolation, there was a good selection of resources and materials around the home which would assist in one-to-one interactions. Although visits by relatives were supported, the services improvement plan provided detail of external refurbishment which would increase comfort and access for relatives when visiting.

The main lounges were busy which made it difficult to socially distance. We asked the service to give some thought to how this could be improved.

Personal plans reflected people's support needs but we felt these could be more detailed. The service informed us that they intended to review all paperwork

We found the home to be clean and cleaning schedules were in place. The management of laundry met infection prevention and control standards. There were

sufficient hand sanitisers and PPE stations around the home. Staff told us they had received online training on infection control, however, we saw a few staff wearing their mask incorrectly.

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

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 – Adequate

QI 7.3 Staffing arrangements – Adequate

**Headquarters**

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

web: [www.careinspectorate.com](http://www.careinspectorate.com)

email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

telephone: 0345 600 9527