



# Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 30 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 16 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.

## **Springhill Care Home, Kilmarnock**

Springhill care home is registered to provide care to 61 older people. The provider is Clyde Care Ltd, part of the Silverline group of care homes.

We carried out an unannounced inspection on 4 September with Healthcare Improvement Scotland. We expressed some concerns about the cleanliness of items of furnishings and equipment used in the care home. For example, mattresses, cushions, wheelchairs, and beds. We visited again on 11 September with Healthcare Improvement Scotland. We were satisfied with responses and actions taken to remedy these issues and with improvements made by the service.

People living in the home were supported by care staff who were familiar with their choices and preferences. There were sufficient staff to meet the needs of people receiving care in the service. Garden visits were organised in two designated spaces and visiting in line with current guidance.

People using the service were engaged in a range of activities and supported to remain active. Overall, we found a good standard of care provided to support resident's well-being.

Staff were knowledgeable about COVID-19 and current guidelines, including supporting residents to socially distance. They had completed training in relation to COVID-19, infection prevention and control and the appropriate use of PPE. Staff had access to PPE, but we found that they did not always follow guidelines for its use.

Housekeeping staff were knowledgeable about laundering requirements and infection prevention and control procedures. Domestic cleaning was to a good standard. The manager had increased staff hours to address the enhanced cleaning requirements.

We informed East 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?' – 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.

## **Ashlea House, Callander**

Ashlea House care home is registered to provide care to up to 21 older people. The provider is Mauricare Ascot Care Limited

We carried out an initial inspection of the service on 16 July. The findings were outlined in the report laid before parliament on 22 July. We completed further visits to the home on 27 August and 9 September.

When we inspected this service on 16 July, we were concerned about a number of issues. Staff training was not up to date in relation to moving and handling, infection prevention and control and fire safety. Individual COVID-19 summary care plans were not in place.

On 27 August, we found that some progress had been made in relation to the requirements made on 16 July. Each person had a COVID-19 summary care plan, however these did not fully detail how people's health, welfare and safety needs would be met. Some staff training had taken place in relation to moving and handling, infection prevention and control and fire safety but the requirement was not yet met.

Further improvements were needed to fully meet the requirements made in July to ensure that people were receiving care that meets their needs so that they can have confidence that staff are trained, competent and skilled.

When we returned to the service on 9 September, we also assessed progress on requirements made in the inspection carried out prior to the COVID 19 pandemic in relation to maintenance of the premises, medicine and pain management. We found improvements in the environment and in medication management. Further improvement was still required to ensure a consistent, responsive, and person-centred approach to pain management.

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

We will undertake a further visit to monitor progress in relation to all the outstanding issues.

## **Evaluations**

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

## **Kingsgate Care Home, East Kilbride**

Kingsgate care home is registered to provide care for up to 61 older people. The provider is Larchwood Care Homes (North) Limited.

We carried out an unannounced inspection of the care home on 9 September with Healthcare Improvement Scotland.

Staff had received training on infection prevention and control including the correct use of PPE and cleaning products. However, this learning was not evident in staff practice. There was a lack of awareness around the proper use of cleaning products. The cleanliness of mattresses and equipment was not of an acceptable standard.

We found a high level of unobserved falls and lack of activities for people. Residents were encouraged to sit for long periods of time and there was limited opportunity to mobilise independently.

Communication with families about how the service was responding to the challenges of COVID-19 was not effective. This meant that relatives and people using the service were not updated about changing needs.

Care plans contained person-centred information, were completed well, and evaluated regularly. Some key elements of people's care and support were omitted or inaccurate.

We informed South Lanarkshire Council 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 control practices – Weak

QI 7.3 Staffing arrangements – Adequate.

## **Ballumbie Court, Dundee**

Ballumbie Court care home is registered to provide care to 58 older people. The service is operated by HC-One Limited.

We carried out an unannounced inspection of the care home on 8 September and completed the inspection on 10 September.

People living in the home were supported by care staff who knew them and who were familiar with their choices and preferences. Measures were in place to maintain social distancing, as well as support for people to move around the home and use the outdoor space safely.

People were supported to maintain contact with family and relatives using technology. Visiting had been organised both outdoors and indoors and managed in line with the current guidance.

People were being supported to remain active, with a range of one-to-one and small group activities, with social distancing taking place. Families were informed and involved in their relatives' care. The feedback from families was very positive.

On our visit on 8 September, cleanliness in some areas of the home was not satisfactory. However, this was addressed promptly by the service which carried out a deep clean.

On our second visit on 10 September, the premises were clean and tidy, enhanced cleaning schedules were in place, and the home had a system for internal audit of these.

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 using appropriate PPE in line with guidance.

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

We 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 – Good

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Good.

## **Lomond View, Cupar**

Lomond View care home is registered to provide care to 50 older people. The provider is Barrogil Limited (Kingdom Homes).

We carried out an unannounced inspection of the care home on 8 September with Healthcare Improvement Scotland. We issued a serious letter of concern to the provider on 8 September, which detailed immediate action that the home must take in relation to cleanliness of the environment and laundry systems. We made a further visit to the service on 10 September to follow up on the improvements we required.

Some progress had been made to address the concerns about the overall cleanliness of the building and laundry management. The service had reviewed and enhanced cleaning schedules and increased the hours of ancillary staff to improve the standard of cleanliness. The requirement was not met in full and further action was required.

Staff were knowledgeable about COVID-19 and infection prevention and control precautions and we observed staff applying this in practice. However, PPE was not always available at the point of use and storage of hazardous substances and waste disposal systems were unsatisfactory.

People's basic needs were not always being met, for example medicines were not well managed and staff said they did not always have time to support people with activities. Staffing levels were insufficient to meet needs and we asked senior management to undertake a comprehensive assessment of people's needs. This will enable them to staff the service according to needs.

People were supported by staff to maintain contact with family and friends using technology. Garden and indoor visiting had begun and systems were in place to manage this, in line with current guidance.

We have informed Fife health and social care partnership, which will provide support 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?' – Weak

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak.

## **St Margaret's Home, Dundee**

St. Margaret's care home is registered to provide care to 34 older people. The provider is Trustees of St Margaret's Home.

We carried out an unannounced inspection of the care home on 10 September with Healthcare Improvement Scotland.

People were being supported by the staff to maintain contact with family and relatives using technology. Visiting had begun, using the sheltered area at the front entrance to the home. This was managed in line with the current guidance.

The home had put in place appropriate measures to maintain social distancing and people were being supported to remain active. People were well supported by care staff who were familiar with their choices and preferences. Their support plans had been reviewed regularly.

The home was clean, tidy and well maintained. Enhanced cleaning schedules were in place.

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.

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

We 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?' – 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.

## **Broomfield Court, Glasgow**

Broomfield Court care home is registered to provide care to 60 older people. The provider is Larchwood Care Homes (North) Limited.

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

We issued a serious letter of concern to the provider on 8 September, which detailed immediate action the home must take in relation to infection prevention and control, and in particular the cleaning of equipment and furnishings in communal areas.

We made a further visit to the service on 11 September to follow up on the improvements we had required.

We found some progress had been made. Mattresses had been replaced and shower chairs and bed fittings were clean. Staff demonstrated a better understanding of how to use PPE correctly and the importance of effective handwashing. Social distancing measures were also in place and in line with best practice. To embed staff training in practice, a system had been implemented to increase observation of all staff who use PPE and to monitor targeted cleaning.

During both inspection visits, the staffing arrangements were sufficient to meet the needs of people receiving care in the service. People were supported to remain active and move around the home, but opportunities for activities for some people could improve.

People were supported to maintain contact with family and friends using technology. Garden visits were in place and the system followed guidance from NHS public health.

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

QI 7.3 Staffing arrangements – Weak.

## **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 initial inspection of the service on 19 August, the findings of which were outlined in the report laid before parliament on 2 September. We completed a further visit to the home on 14 September to follow up on the improvements that were required regarding quality assurance processes and infection prevention and control practice.

We saw that quality assurance systems and processes had been reviewed, and associated staff training to support this was in place.

Staff had received updated training regarding infection prevention and control. We observed improved staff practice and knowledge. It was evident from discussions that staff had an increased understanding of current guidance about infection prevention and control. This included cleaning processes throughout the service and the correct use of PPE.

Based on our findings in relation to improvements in infection prevention and control practices, we have regraded quality indicator 7.2 about infection control practices from Weak to Adequate.

We 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 – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate.

## **Methven House, Kirkcaldy**

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

We carried out an initial inspection of the service on 25 August, the findings of which were outlined in the report laid before parliament on 02 September.

We completed a further visit to the home on 14 September to follow up on the improvements that were required in relation to the fire escape, records about medicine management and people's fluid intake.

When we visited on 14 September, new treads were fitted to the steps on the fire escape as required. We found systems for recording medication administration had improved. We also found improvements in the completion of records about people's fluid intake. Charts were being completed and evaluated appropriately, and daily audits had also been introduced by the manager for these changes.

We also found improvements in staff training. All staff had either completed or were in the process of completing infection prevention and control and COVID-19 training. Systems were in place to monitor and evaluate staff competencies.

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

## **Evaluations**

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

## **Balhouses Brookfield, Carnoustie**

Balhouses Brookfield care home is registered to provide care to 27 older people. The provider is Balhouses Care Limited.

We carried out an unannounced inspection of the care home on 15 September with Healthcare Improvement Scotland.

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

We asked the service to review social distancing within the home to ensure that this was always promoted. Where this is not possible, the manager agreed to complete further risk assessment to help minimise any increased risk this may present.

Most areas of the home were clean, tidy and well maintained. We highlighted areas where more frequent checks would help to ensure a higher standard of cleanliness was maintained throughout the home. The manager had identified areas that required to be upgraded.

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

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 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 – Good.

## **Camilla House care home, Edinburgh**

Camilla House care home is registered to provide care to 38 older people. The provider is Sanctuary Care.

We carried out an unannounced inspection of the care home on 11 and 15 September with NHS Lothian.

During this inspection, we found people were supported by care staff who were familiar with their choices and preferences. Appropriate measures were in place to maintain social distancing in communal spaces while also promoting the opportunity for interactions with others. People were supported to maintain contact with their families and friends, and outdoor visiting was in place in line with current guidance. Feedback from visitors was positive.

The staffing arrangements were sufficient to meet the needs of the people receiving care in the service. There was a lack of evidence of structured social stimulation which left some people inactive and isolated for prolonged periods of time.

On 11 September, we found staff did not fully understand or comply with current guidance about infection prevention and control. Training in infection prevention and control, COVID-19 and the use of PPE was not up to date. We were concerned about inadequate provision of appropriate PPE throughout the home and the cleanliness of furnishings and equipment. We sent a letter of serious concern to the provider on 11 September, detailing immediate action that the home needed to take in relation to these matters.

We completed our inspection on 15 September to follow up on the improvements we required. We found significant improvement had been made. There was an adequate supply of PPE and staff were using it appropriately. Clinical waste bins were in place to promote its safe disposal.

We also found that mattresses had been cleaned or replaced and an audit of these had been implemented. Some chairs had been replaced, a cleaning schedule had been implemented and the environment had benefitted from a deep clean.

We informed Edinburgh health and social care partnership of our findings. Partnership staff have visited the care home and weekly support visits have been arranged.

We will undertake a further visit to monitor continuous improvement.

## **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.

## **Chapel Level Nursing Home, Kirkcaldy**

Chapel Level 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 15 September with Healthcare Improvement Scotland.

People living in the home were supported to stay both physically and mentally well. They were able to have regular contact with family and friends through video and telephone calls. Indoor visits had begun. The home had put in place appropriate measures to maintain social distancing. People were supported to move around safely, and staff managed this sensitively, when required.

The staff team was responsive to peoples' wellbeing needs. There was good evidence of recent improvements regarding the administration of medication.

We had serious concerns in relation to the cleanliness of the equipment used by residents, including mattresses on beds which required to be replaced. There was inadequate cleaning in areas of the environment. We issued a serious concern letter to the service on 16 September, detailing the improvements required in relation to these matters.

We returned on 18 September and found that some action had been taken to address these areas of concern. For example, equipment in the toilet areas and mattresses had been replaced and there had been robust cleaning in the laundry.

Staff were knowledgeable and informed about COVID-19 and current guidelines, however, they were not following guidelines for the use of gloves. This was discussed with the management team and the correct type of gloves for personal care tasks were made available at PPE stations within the home.

There were adequate levels of staff to meet peoples' needs. Staff told us that the staffing levels had been maintained throughout recent months and this allowed them to spend time with residents.

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

## **Kingsacre Luxury Suites, Clydebank**

Kingsacre Luxury Suites care home is registered to provide care to 66 older people. The provider is Kingsacre Care Limited, which is part of the Care Concern Group.

We carried out an unannounced inspection of the care home on 15 September with Healthcare Improvement Scotland.

People were supported to maintain contact with their families, including through telephone and garden visits.

There was a calm, relaxed atmosphere within the home throughout our visit. Social distancing was being promoted and residents encouraged to use lounge areas or their bedroom to have their meal according to their personal preference.

Support plans directing the care of residents were seen to need improvement as they lacked input from individuals themselves and/or their families and were not up to date.

Although the environment appeared to be clean, some care equipment had not been cleaned thoroughly. More attention was required to enhance cleaning in all areas of the home.

There was good information around the home on current guidance for infection prevention and control, although some of it was not up to date. Staff were using the appropriate PPE in line with guidance however, stations for easily accessing this equipment were not apparent throughout the home.

While staff said they had access to sufficient training, we felt it could be more targeted at infection prevention and control and enhanced cleaning in the current climate.

The systems and processes for evaluating and setting safe and effective staffing levels needed improved. Through discussions, we could see that work on addressing this issue had already begun.

Most of the areas we found that needed improvement centred on the lack of sufficiently robust quality assurance systems and insufficient focus on infection control.

We informed West Dunbartonshire health and social care partnership of findings 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?' – 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.

## **Letham Park Care Home, Edinburgh**

Letham Park care home is registered to provide care to 70 older people. The provider is Renaissance Care (No1) Limited.

We carried out an unannounced inspection of the care home on 15 September with Healthcare Improvement Scotland and NHS Lothian.

People were being supported by care staff in a way that was kind and respectful. Staff supported residents to use technology to stay in touch with people who were important to them.

The personal plans we reviewed had sufficient information to enable staff to meet people's health and care needs. There was good involvement with relevant health professionals to support people's health.

The home appeared to be clean, however, we advised that a review of deep cleaning processes and cleaning schedules should be undertaken. Some areas of the home were scheduled for refurbishment, this should improve the effective cleaning of the home.

Staff were trained and knowledgeable in infection prevention and control. We saw good practice by staff in the use of PPE and hand hygiene. However, good hand hygiene was not always consistent when supporting residents in the dining room.

Staff worked hard to support physical distancing. For example, in communal lounge areas chairs were placed apart and the number of people in lounges at any given time were limited. There were sufficient staffing levels to support residents' needs.

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

## **Evaluations**

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

## **Westbank House, Oldmeldrum**

Westbank House care home in Oldmeldrum, Aberdeenshire is registered to provide care to 33 older people. The provider is Aberdeenshire council.

We carried out an unannounced inspection of the care home on 15 September.

People were supported in a variety of ways to maintain contact with their relatives for example, by using technology. Socially-distanced indoor visits had been introduced recently.

People were supported by staff who were familiar with their preferences and choices, and who treated them with dignity and respect. People were encouraged to move and interact, which helped support good physical and mental health. There was a range of activities for people to choose, and appropriate social distancing measures were in place. Staff were attentive and ensured regular interactions even when people chose to stay in their own rooms.

The environment was clean and uncluttered. We provided advice about soft furnishings in shared areas. PPE was sufficient and readily available, and staff used it appropriately. There were good systems in place for cleaning and infection prevention and control. We advised on enhanced cleaning regimes and hand hygiene measures.

Staffing arrangements were sufficient to meet the needs of the people who received the service.

Staff were knowledgeable about the signs and symptoms of COVID-19 and knew what measures to take if these were identified. Staff received COVID-19 training and regular, updated information. We suggested further training about infection prevention and control may be beneficial.

## **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.

## **Westwood House Nursing Home, East Kilbride**

Westwood House care home is registered to provide care to 42 older people. The provider is Gate Healthcare Limited.

We carried out an unannounced inspection of the care home on 15 September with Healthcare Improvement Scotland

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. People were supported by the staff to enjoy garden and window visits, and to use technology to maintain contact with relatives.

Support plans were personalised, regularly reviewed and contained COVID-19 related assessments. Staffing levels and deployment were insufficient to provide social stimulation for people and some people spent long periods with no stimulation or activity. People benefited from good links with external healthcare professionals.

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.

Enhanced cleaning schedules were in place and this included the increased cleaning of regularly touched points throughout the home. Staff had received training on infection prevention control, COVID-19 and the use of PPE.

Some areas of the home required refurbishment to reduce the risk of infection transmission. A refurbishment programme was in progress.

We informed South Lanarkshire health and social care partnership of findings and they 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?' – 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.

## **Isle View Care Home, Achnasheen**

Isle View care home is registered to provide care to 25 older people. The provider is AKAM Care Ltd.

We carried out an unannounced inspection of the care home on 16 September with Healthcare Improvement Scotland.

People were 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 and was managed in line with current guidance. People were able to move around the home safely and use the outdoor space available. People were supported to remain active and regular activities were taking place.

Although the environment appeared to be clean and uncluttered, some care equipment had not been cleaned thoroughly. There was poor maintenance and repair of the building, which made cleaning difficult and increased the potential for infection. A risk assessment and planned programme of refurbishment was needed in areas of the home, including the laundry, communal bathrooms and flooring.

The service had an adequate supply of PPE however, staff did not always follow guidance on its correct use. The lack of PPE stations meant PPE was not always readily accessible or easy to dispose of safely. The service started to take immediate actions to improve PPE disposal. Further training on infection prevention and control precautions was required.

There were sufficient staff on duty to meet the needs of those living in the service. However, there was a lack of contingency planning to ensure safe staffing levels were maintained during unplanned staff absence.

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

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?' – 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.

## **Lythe Home, Buckie**

Lythe Home care home is registered to provide care to 32 older people. The provider is Lythe Home, a partnership.

We carried out an initial inspection of the service on 27 July, the findings of which are outlined in the report laid before parliament on 05 August. We completed a further visit to the home on 16 September to follow up on improvements that we required in relation to meaningful activities for residents, fluid intake and staff training in infection prevention and control.

When we visited on 16 September, we were satisfied that people were being supported to engage in a range of activities. Staff had worked hard to make the time they spent with people in their rooms more meaningful.

During this inspection, we found significant progress in ensuring fluids were available to everyone. Systems were in place to monitor those who were at risk to help ensure they remained hydrated.

The service had taken positive action to progress training for staff in infection prevention and control. Staff were more knowledgeable about the disposal of PPE and we saw regular handwashing take place. A member of staff was identified as a lead in infection prevention and control.

The service had an effective foundation for making the necessary improvements and had an action plan in place to progress this. The service was being supported by NHS public health to develop and implement best practice.

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

We will carry out a further inspection to assess progress in the development and implementation of the policy in infection prevention and control.

## **Evaluations**

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

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

Belgrave Lodge care home, Edinburgh is registered to provide care to 33 older people. The service is operated by Dixon Sangster Partnership.

We carried out an initial inspection of the service on 26 August 2020, the findings of which were outlined in the report laid before parliament on 16 September.

We carried out a further unannounced inspection of the care home on 17 September to follow up on the improvements that were required.

At the previous inspection, while the premises were clean, cleaning products did not meet current guidance and were not stored safely. Staff did not always use or dispose of PPE appropriately. PPE was not easily accessible to staff. Staff did not always follow guidance on the correct use of PPE.

When we visited on 17 September, we found that staff had received training and were knowledgeable about PPE use and infection prevention and control. PPE supplies were good and were available for staff throughout the home.

The communal areas around the home had been adapted to encourage and support social distancing. Enhanced cleaning schedules were in place, with detailed guidance on the tasks required in communal areas and residents' bedrooms.

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

We informed Edinburgh health and social care partnership of our findings

## **Evaluations**

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

## **Craigend Gardens Care Home, Glasgow**

Craigend Gardens care home is registered to provide care to 48 older people. The provider is Quarter Care Ltd.

An initial inspection of the service was carried out on 14 July, the findings of which were outlined in the report laid before parliament on 19 August. A follow-up inspection was carried out on 11 August 2020 and a further inspection on 17 September 2020 took place to monitor further progress.

There were significant improvements in personal plans regarding risk assessments and residents' wishes and preferences.

We found good progress had been made to improve the environment, through redecoration, repair, replacement of furniture and implementation of enhanced cleaning regimes. There had been additional training for staff to help promote and maintain a clean and safe environment.

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

## **Evaluations**

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

## **Craigie house, Cowdenbeath**

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

We carried out an initial inspection of the service on 20 August, the findings of which are outlined in the report laid before parliament on 2 September. We completed a further visit to the home on 17 September to follow up on the improvements required in relation to the cleanliness of the environment, housekeeping, PPE and staffing.

On this follow-up inspection, we found PPE supplies were good and available for staff throughout the home and some progress in relation to its safe storage.

Overall, the home was clean and tidy, but the maintenance of the environment in some areas required attention. Cleaning schedules were in place however, there was insufficient oversight and lack of consistency because of the lack of availability of housekeeping staff. This resulted in care staff spending significant time on housekeeping duties.

Recruitment was in progress however, the staffing arrangements were not yet sufficient to meet the needs of residents.

We informed Fife 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.

## **North Merchiston, Edinburgh**

North Merchiston care home is registered to provide care to 60 older people. The provider is Tamaris (Scotland) Limited, a member of the Four Seasons Health Care Group.

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

The home was clean, tidy, and well maintained. Enhanced cleaning schedules were in place. Infection prevention and control was good and supported a safe and clean environment. However, we did identify some areas of infection prevention and control that could be improved, including the use of cleaning agents and the refurbishment of some equipment to ensure effective cleaning.

PPE supplies were good and were available throughout the home. Staff were observed wearing the appropriate PPE in line with the guidance. Staff had received training and were knowledgeable about COVID-19 and infection prevention and control.

Staff promoted physical distancing and we observed that this was managed sensitively. People were able to move around the home and use the outdoor space at the service. People were also supported by staff to maintain contact with family and friends using technology. Garden visits were taking place in line with the current

guidance. Visitors were happy with how they were communicated with during the pandemic.

Staff were positive and knowledgeable about the people they supported and their individual choices and preferences. This was not always reflected in written care plans.

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

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing - Good

QI 7.2 Infection prevention and control practices - Good

QI 7.3 Staffing arrangements – Good.

## **The Huntercombe Services–Murdochstoun Neurodisability Centre - Wishaw**

The Huntercombe–Murdochstoun Neurodisability Centre care home is registered to provide care to a maximum of 26 adults with physical and sensory impairments and adults with mental health problems. The provider is Huntercombe Properties (Frenchay) Limited.

We carried out an unannounced inspection of the care home on 17 September. We issued a letter of serious concern to the provider, setting out immediate action that the home must take in relation to infection prevention and control measures in the home.

We made a further visit to the service on 21 September to follow up on the improvements we required about poor practice in relation to PPE, replacement of mattresses the unsatisfactory level of cleanliness in sluice areas, bedrooms, hoist equipment and bedrails.

We found improvements had been made to meet some aspects of the serious concerns we identified, particularly the cleanliness of the environment and equipment. However, mattresses had not been replaced in line with the requirement.

Staff did not fully understand, and not all were compliant with, current guidance on infection prevention and control. Training was not up to date. We observed staff not adhering to PPE guidance.

Staffing arrangements in the care home were sufficient to meet the needs of the people receiving care in the service. Care staff were familiar with their choices and preferences. People were supported to move around the home and grounds, and to maintain contact with their family and friends.

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

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 – Weak

QI 7.3 Staffing arrangements – Weak.

## Ainslie Manor Nursing Home, Girvan

Ainslie Manor care home in Girvan is registered to provide care to 45 older people. The service is operated by Cumloden Nursing Homes Ltd.

We carried out an unannounced inspection of the care home on 16 September.

People living in the home benefited from having a team of staff who knew them well and provided a good standard of care to support their wellbeing. The interactions we observed were kind and considerate. Overall, feedback from residents and relatives was positive. Nutritional needs were well supported, and medicines managed appropriately. People were engaged in activities that were adapted to maintain social distancing. The standard of documentation within the care plans was inconsistent and needed to improve.

Staffing arrangements were sufficient to meet the needs of the people receiving care.

We identified concerns regarding a range of infection prevention and control measures, including concerns about cleanliness of residents' equipment, cleaning products used, the use and storage of PPE, management of clinical waste, availability of handwashing facilities, the laundry system, and a lack of staff training and quality assurance systems regarding COVID-19.

We will undertake a further visit to check improvements have been put in place to address the areas of concern we identified.

We have informed South 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?' – 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 – Weak.

## 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 initial inspection of the service on 1 September, the findings of which are outlined in the report laid before parliament on 16 September. We completed a further visit to the home on 21 September to follow up on the improvements we required.

At the previous inspection on 1 September, the infection prevention and control precautions in the home were not satisfactory. For example, some mattresses required to be replaced and staff were unclear about mattress audits although they were responsible for this work. There was insufficient managerial oversight of audits.

When we visited on the 21 September, practice had improved. Staff had completed training and audits had taken place throughout the home. There was evidence that 48 new mattresses were ordered, and many mattresses had already been replaced.

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

## **Evaluations**

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

## **Newton House, Newton Mearns**

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

We previously inspected the service on 5 August, the findings of which are outlined in the report laid before parliament on 19 August. We sent a letter of serious concern to the provider on 6 August, requiring the service to make improvements in respect of cleaning and replacing mattresses and ensure a clean environment by 10 August. We carried out a follow-up inspection on 11 August and found these requirements had not been met. We then issued an improvement notice on 14 August. The requirements of this notice were fully met on 3 September.

We carried out a further inspection on 21 September, to follow up on other outstanding requirements and areas for improvement for this service.

We found the standard of cleanliness had improved and mattresses, equipment and furnishings were clean and fit for purpose. The environment was clean, odour free and free from clutter.

People were well cared for and supported to remain active. Staff had good knowledge of individual needs, strengths, likes and dislikes.

There were sufficient staff to provide care and support, and we observed people were treated with kindness and respect. People were supported to maintain contact with their families with technology and garden visits. Residents and their relatives were positive about the care received and communications with the service.

Improved infection prevention and control practices were of a good standard. We observed appropriate use of PPE and good seating arrangements that facilitated social distancing.

We concluded that there was significant progress in the areas of improvement identified.

## **Evaluations**

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

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Adequate.

## **Burlington Care Home, Glasgow**

Burlington care home is registered to provide care to 90 older people. The service is operated by Guthrie Court Limited, a member of the Four Seasons Healthcare Group.

We carried out an inspection of this care home on 22 September. This was further to previous inspections on 15 July and 20 July, the findings of which are outlined in the reports laid before parliament respectively on 22 July and 5 August.

At our initial inspection on 15 July, we identified the need to improve the way people were involved in developing and reviewing their care, quality assurance and staff competency in infection prevention and control procedures. Required improvements were noted when we visited the on 20 July.

On our follow up visit on 22 September, we found the improvements had been sustained.

People were involved in the development of their care plans. These were reviewed and updated to reflect any change in health and wellbeing. The home was clean and fresh, and several areas of the home were redecorated. Plans were in place to replace floor coverings. Domestic staff had received further training in infection prevention and control, and there were new cleaning audits and schedules in place.

Staff had received refresher training in the use and disposal of PPE and handwashing. They had completed reflective learning in infection prevention and control. There was ongoing observation of their practice by managers.

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

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

## **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.

## **Abbotsford Care, Glenrothes**

Abbotsford Care is registered to provide care to 30 older people and 10 adults. The provider is Abbotsford Care (Glenrothes) Ltd.

We carried out an unannounced inspection of the care home on 22 September.

People living in the home were supported by staff who were familiar with their needs. Adaptions to the use of communal spaces were made to maintain social distancing and in line with the specific needs of the different client groups. People were able to move around the home and we observed people making good use of the outside space. People were supported to maintain contact with family and friends using technology, and visiting was taking place in line with current guidelines.

The home was generally clean and tidy although some areas would benefit from additional attention. There was a lack of managerial oversight of cleaning schedules.

PPE supplies were good and were available for staff throughout the home. Some cleaning wipes used for personal care were incorrectly stored, which risked contamination. Waste disposal equipment was not always of the correct type and was not available in sufficient amounts throughout the home. Steps were taken during the inspection to begin addressing this matter.

Staff had received training about COVID-19 and infection prevention and control, and they were using PPE appropriately. Staff knowledge was tested through questionnaires and spot checks of practice were taking place.

The staffing arrangements were sufficient to meet the needs of people receiving care in the service and had remained consistent over recent months.

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 – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good.

## **Lunan Court, Arbroath**

Lunan Court care home is registered to provide care to 44 older people. The provider is HC-One Ltd.

We carried out an unannounced inspection of the care home on 22 September.

People living in the home were supported by care staff who were familiar with their choices and preferences. People were 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 supported by staff to maintain contact with family using technology. Visiting was taking place in the garden in line with current practice.

The home was tidy and enhanced cleaning schedules were in place. There were some issues identified in relation to the maintenance of the building, which impacted on the ability to ensure cleanliness in specific areas. Positively, these issues were addressed during the inspection and appropriate action was taken.

PPE supplies were good and available for staff throughout the home. Staff were using the appropriate PPE in line with guidance. Staff received training and were knowledgeable about COVID-19 and infection prevention and control.

The staffing arrangements were sufficient to meet the needs of the people receiving care in the service despite some concern we had about recruitment and the reliability of agency staff.

## **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.

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