

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

14 April 2021

## Introduction

In accordance with Paragraph 22 in Part 9 of Schedule 1 to the Coronavirus (Scotland) (No.2) Act 2020, which came into force on 27 May 2020, the Care Inspectorate must lay before Parliament a report every two weeks setting out:

- (a) which care home services it inspected during those two weeks, and
- (b) the findings of those inspections.

This report covers inspections we have completed since those detailed in our previous report to parliament of 31 March 2021.

To meet the duties imposed by the Act and to comply with associated guidance, the Care Inspectorate must focus and report on infection prevention and control, PPE and staffing. Consequently, the Care Inspectorate has amended its quality framework for care homes to support this process. This enables us to focus on these areas while also considering the impact on people's wellbeing. Such a framework supports openness and transparency and helps to ensure a fair and consistent approach, including in any evaluations we make.

To support inspections being undertaken in these circumstances, we have developed inspection tools on wellbeing, infection prevention and control and staffing that have been agreed with Health Protection Scotland and Healthcare Improvement Scotland. Some of our inspections have been undertaken with inspectors from Healthcare Improvement Scotland and public health staff. We have taken account in all inspections of the scrutiny intelligence we have, including previous inspections, complaints made to us, notifications made by the services, and information shared with us by health and social care partnerships and directors of public health for the relevant area.

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

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

The quality indicators 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.

## **Adamwood Nursing Home, Musselburgh**

Adamwood Nursing Home is a care home registered to provide care to 13 older people. The service is owned and managed by Rollandene Ltd.

We carried out an unannounced inspection of the care home on 17 March and requested visits from the Scottish Fire Service and NHS Health Protection team. We issued a letter of serious concern to the provider on 23 March about cleaning, laundry and housekeeping practices and staff practice in relation to wearing PPE appropriately.

We returned to the service on 24 March and found adequate progress had been made to address these concerns. Appropriate changes to the cleaning practices and laundry management were in place and the home was decluttered and cleaner. Staff used PPE appropriately.

People were supported by staff who were familiar with their choices and preferences. Staff were kind, caring and attentive.

People maintained contact with family using technology and window visits and the provider was developing ways to support indoor visiting in line with guidance. Relatives told us that communication was good. Families were happy with the care provided.

Staffing arrangements were sufficient to meet people's needs and staff felt supported.

We informed East Lothian 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:

7.1 People's health and wellbeing – Good

7.2 Infection prevention and control practices – Adequate

7.3 Staffing arrangements – Adequate.

## **Douglas View Care Home, Hamilton**

Douglas View Care Home is registered to provide care to 100 adults and older people. The provider is HC-One Limited.

We carried out a COVID-19 inspection on 1 July 2020, the findings of which were outlined in our report laid before Parliament on 22 July 2020. We completed a full inspection of the home on 16 and 18 February 2021 with Healthcare Improvement Scotland and outlined our findings in the report laid before Parliament on 3 March 2021.

We completed a follow-up inspection on 22 and 24 March 2021. We were satisfied that improvements the home had made will keep people safe. Community-based professionals including dietician, tissue viability nurse and community psychiatric nurses provided appropriate support for people.

We found a consistent approach to care planning was being achieved through a collaboration with social work staff. There was improvement to the quality assurance systems which helped identify further areas for continuous improvement.

We suggested areas for improvement that would help sustain improved standards.

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

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

## **Evaluations**

Overall evaluation for key question 1 'How well do we support people's wellbeing?' – Adequate

Quality indicator (QI) evaluations:

QI 1.3 People's health benefits from their care and support – Adequate

Overall evaluation for key question 2 'How good is our leadership?' – Adequate

Quality indicator (QI) evaluations:

QI 2.2 Quality assurance and improvement is led well – Adequate

Overall evaluation for key question 3 'How good is our staff team?' – Adequate

Overall evaluation for key question 5 'How well is our care and support planned?' – Adequate

Quality indicator (QI) evaluations:

QI 5.1 Assessment and care planning reflects people's needs and wishes – Adequate

## **Ashlea House, Callander**

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

We carried out an initial COVID-19 inspection on 16 July 2020, the findings of which were outlined in our report laid before parliament on 22 July. We visited the service on 27 August and 9 September to monitor improvements required and outlined our findings in the report laid before parliament on 14 October.

We carried out a further inspection of the service on 15 February 2021. We identified serious concerns about the care people were receiving and issued an improvement notice on 19 February. This related to risks to people that were not appropriately managed and the assessment and management of pain.

We carried out an inspection on 23 March to follow up on the improvements we required. We found that improvements had been made but progress was slow and further improvement was required to ensure people's health, safety and wellbeing. We extended the timescale for completion of the improvement notice to enable the service to fully implement areas identified for improvement.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

## **Willow House, Anstruther**

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

We carried out an unannounced inspection of the care home on 2 December 2020 with Healthcare Improvement Scotland, the findings of which were outlined in our report laid before parliament on 9 December.

We completed a follow-up inspection of the service, using virtual technology, on 23 March. Progress was evident in anticipatory care planning. Support plans were in place for people who needed support with their palliative and end of life care needs.

We found medication management had improved in line with good practice including better administration of records.

Repairs were carried out promptly and regular maintenance planned.

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

## **Evaluations**

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

## **Benholm Nursing Home, Forfar**

Benholm Nursing Home is a care home registered to provide care to 34 older people. The provider is Tamaris (RAM) Limited, a member of the Four Seasons Health Care Group.

We carried out an unannounced inspection of the care home on 24 and 26 March with Healthcare Improvement Scotland.

People were supported by care staff who were familiar with their choices and preferences. Indoor visiting had begun with a system to manage this in people's own rooms or a designated visiting area.

People were supported to remain active, one-to-one activities were taking place and people were supported to walk outside. The home used appropriate measures to maintain social distancing and enable people to move around safely.

PPE supplies were good and available throughout the home. More accessible clinical waste bins were needed for the safe disposal of PPE. Staff were knowledgeable and informed about COVID-19 and current guidelines. However, they did not always follow guidelines for hand hygiene.

We were concerned about the overall maintenance of the building, the cleanliness of equipment used by residents and the management of laundry, which did not follow current guidelines.

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

We informed Angus health and social care partnership of findings 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 - Adequate

## **Castlegreen, Edinburgh**

Castlegreen is a care home 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 initial inspection of the service on 2 March with Healthcare Improvement Scotland, the findings of which were outlined in our report laid before parliament on 17 March. We carried out a further inspection on 24 March with Healthcare Improvement Scotland to follow up on improvements that were required.

We found staff were fully compliant in the use of PPE. Staff demonstrated knowledge in their use of PPE and of the role they play in promoting safer infection prevention and control practices. PPE was stored appropriately; PPE stations were fully stocked and clinical waste bins were available at appropriate locations throughout the home. Systems were in place to ensure external clinical waste facilities were always locked.

Cleaning processes had been reviewed. Comprehensive quality assurance systems were in place to help the service identify areas where improvements were needed. Staff were confident and knowledgeable about their roles in enhancing the lives of people experiencing care.

The service was supporting relatives to visit the care home in line with guidance from Public Health Scotland.

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

### **Evaluations**

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

## **Southfields, Falkirk**

Southfields is a care home registered to provide care to 17 people who have a learning disability. The service is provided by Swanton Care and Community (Southfield House Care Services) Limited.

We carried out an unannounced inspection of the care home between 7 and 23 December 2020, the findings of which were outlined in our report laid before parliament on 6 January. We carried out a further inspection on 24 March to follow up on improvements required in relation to the staff team.

On 24 March we saw improvements in staff knowledge and competence in their support for people.

People were relaxed during our visit, they were better engaged and taking part in different activities. We saw positive interaction between people and their support staff. Staff training had taken place, there were more staff supervision meetings and there were other supportive developments in the service to help staff provide consistent support to people. Visiting arrangements were in place and these were in accordance with national guidance. Regular contact with families was supported.

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

We reviewed the evaluation for key question 3 “How good is our staff team” based on our findings at this inspection. The relevant updated evaluation is set out below.

### **Evaluations**

Overall evaluation for key question 3 ‘How good is our staff team?’ – Adequate

Quality indicator (QI) evaluations:

QI 3.2 - Staff have the right knowledge, competence and development to care for and support people – Adequate

### **Buccleuch Care Centre, Hawick**

Buccleuch Care Centre is a care home registered to provide care to 53 older people. The provider is St Philips Care Limited.

We completed an inspection of the service on 25 January, the findings of which were outlined in our report laid before parliament on 3 February.

We completed a further inspection on 24 March to follow up on the improvements required. We found significant improvements around infection prevention and control. This was supported and maintained by effective management and quality assurance processes.

PPE supplies were good and available throughout the home. Staff were trained in infection prevention and control and learning was evident in their practice.

People living in the home were supported by care staff who were familiar with their choices and preferences. The communal areas around the home were adapted for the purposes of social distancing. People using the service were engaged in a range of activities based on their choices. Visiting was taking place in line with guidelines.

We have informed the Scottish Borders health and social care partnership of our findings.

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

### **Evaluations**

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

## **Millport Care Centre, Isle of Cumbrae**

Millport Care Centre is registered to provide care for up to 27 adults with a learning and/or physical disability. The provider is Sanctuary Care Limited.

We carried out an unannounced inspection of the care home on 24 and 26 March. We identified significant concerns about the care people received and we issued an improvement notice on 2 April. This related to the management of stress or distress and incidents that were not reported appropriately, including concern about staff conduct.

People were supported with activities and to maintain regular contact with relatives. Outdoor visits were facilitated, and indoor visits were being restarted.

The home was clean and tidy. We were not confident that equipment for individual use was cleaned appropriately. Staff had received infection prevention and control training and were using PPE, but not always in line with best practice guidance. Staff travelled in work clothes, which increased the risk of transmission of infection. Improvements were needed in laundry management to meet good practice.

While some staff were skilled and engaged well with people, other staff were not always responsive to individuals' needs. Management oversight of staff practice was poor. We identified risks to people that were not appropriately managed.

We identified significant weaknesses in the performance of this service that compromised or had the potential to compromise people's safety and outcomes.

We informed North Ayrshire health and social care partnership of our inspection findings and are working closely with the partnership in relation to our concerns.

We will undertake further visits to monitor and follow up on improvement required.

### **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

## **Nightingale House Ayrshire Limited, Cumnock**

Nightingale House Ayrshire Limited is a care home registered to provide care for up to 29 older people. The provider is Nightingale House Ayrshire Limited.

We carried out an initial inspection of the care home on 24 February and 1 March with Healthcare Improvement Scotland. The findings of this inspection were outlined in our report laid before parliament on 17 March.

We completed an unannounced inspection of the care home on the 25 March with Healthcare Improvement Scotland. We found some improvements had been made, but there was limited progress in relation to infection prevention and control practice and procedures. We identified areas of the home that were not clean and areas that needed to be refurbished. The management of the laundry area, cleaning schedules and management of re-usable equipment also needed to be improved.

Quality assurance tools that were in place needed to be further developed to ensure they were capturing all the relevant areas to ensure people were safe. Not all staff had received recent training in infection prevention and control measures.

The atmosphere in the care home was calm and homely. People were cared for by staff who were familiar with their needs and preferences and we observed kind and warm interactions. Staff were available in sufficient numbers to meet people's needs. Visiting was taking place in line with public health guidance.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

## **Rawyards House Care Home, Airdrie**

Rawyards House Care Home is registered to provide care for 97 people. The provider is RH Independent Healthcare Limited.

We inspected the home with Healthcare Improvement Scotland on 25 February and issued a letter of serious concern to the service on 26 February. We returned to the service on 1 and 2 March with Healthcare Improvement Scotland. Our findings were outlined in our report laid before parliament on 17 March.

We completed a further inspection of the home with Healthcare Improvement Scotland on 29 March to follow up on improvements required.

We found significant improvements in relation to cleanliness of the environment and the equipment used by residents. Staff were knowledgeable and aware of the correct frequency and use of cleaning products. Additional, well-stocked PPE stations were in place and staff were using PPE correctly.

There was evidence that cleanliness and infection prevention and control measures were more effective due to improved quality assurance processes.

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

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

## **Evaluations**

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

## **Maryfield West Care Home, Aberdeen**

Maryfield West Care Home is registered to provide care to 25 older people. The provider is Maryfield West Care Limited.

We carried out an unannounced inspection of the care home on 29 March.

People living in the home were supported by care staff who were familiar with their choices and preferences. The home had good measures in place to maintain social distancing while using the communal areas. Specific thought and support had been given to enabling people to safely use the spaces as they wished, to reduce any stress and distress. Family contact was supported by the staff using technology and all types of visiting were being actively encouraged, within safe guidelines. Residents were encouraged to remain interested and active with imaginative one-to-one activities having been a constant feature and small group activities starting up again. The support plans were person-centred and helped staff to deliver individualised care.

The home was tidy and well maintained. Enhanced cleaning schedules were in place and monitored. PPE supplies were good and were available for staff throughout the home. All staff had received training and were knowledgeable about COVID-19 and infection prevention and control. There were plenty of staff on shift and they were well utilised to benefit the residents in their own rooms and in the communal areas.

We informed Aberdeen 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

## **St. Anne's Care Home, Musselburgh**

St. Anne's Care Home is registered to provide care to 37 older people. The service is owned and managed by the Sisters of Charity of St. Paul the Apostle.

We carried out an unannounced inspection of the care home with Healthcare Improvement Scotland on 29 March.

We observed kind and compassionate interactions between staff and supported people. Staffing levels were sufficient to meet people's needs. There was a lack of meaningful activities for people and no plan in place to improve this.

People were supported to maintain contact with family and friends through phone calls and other technology. Relatives told us that communication was good. Ways to facilitate visiting were in planning.

The healthcare needs of people were met but were compromised by weak infection prevention and control practice. This included chairs and mattresses that required deep cleaning or replacing. Management of the laundry practices and the cleaning schedules needed to be underpinned by effective environmental audits.

There were adequate supplies of PPE. While staff had received some training, we were not confident that staff were knowledgeable about best practice in infection prevention and control.

To ensure better outcomes for people, management oversight of the service needed to improve, underpinned by direction, leadership and quality assurance systems and processes.

Staff were familiar with people's care needs, but care plans were often inaccurate. Improvements were needed to ensure anticipatory care planning reflected people's preferences for end-of-life care.

We informed East Lothian 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:

7.1 People's health and wellbeing – Adequate

7.2 Infection prevention and control practices – Weak

7.3 Staffing arrangements – Adequate

## **Glenfairn House Nursing Home, Ayr**

Glenfairn House Nursing Home is registered to provide care to 65 older people. The provider is Glenfairn Limited, part of Sanctuary Care Limited.

We carried out an initial inspection of this service on 4 March with Healthcare Improvement Scotland and issued a letter of serious concern. We visited on 10 and 11 March to monitor improvement, the findings of which were outlined in our report to parliament on 1 April.

We completed a further visit to the home on 31 March to follow up on our requirements relating to staffing and infection prevention and control.

There was significant progress in relation to infection prevention and control practices and staff learning. The environment and care equipment were clean. Housekeeping staff were knowledgeable about laundry management, cleaning schedules and cleaning products. We observed good practice in the use of PPE. The management team had developed better systems for monitoring and maintaining compliance with infection prevention and control measures.

Residents were cared for by staff who were familiar with their needs and we observed responsive, kind interactions. Essential visits and indoor visiting were well organised and welcomed and appreciated by families.

A review of staffing resources had been undertaken to ensure sufficient support was available to meet residents' needs. Recruitment was in progress. A contingency plan was in place to mitigate the impact of staff absence. Clear protocols and risk assessments were developed for the use of agency or temporary staff.

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

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

## **Evaluations**

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

## **Bankhouse, Lanark**

Bankhouse is a care home registered to provide care to 49 older people. The provider is MHA Auchlochlan.

We carried out an initial inspection of the service on 1 and 2 March, the findings of which were laid before parliament on 17 March. We completed a further inspection of the home on 29 March to follow up on improvements that we required.

At the visit on 29 March, we found that the home had progressed improvements for infection prevention and control practice. The home was clean and uncluttered with the correct equipment in place to ensure safe practice. This meant that people were better protected from risk of infection within the home.

Additional training had been provided, and we observed improved staff practice in relation to cleaning, use of PPE and hand hygiene. Management audits were in place and infection control issues had been identified and addressed.

There was improvement in health and care records. Information for people's health needs was clearly recorded. Additional work was required for some care plans and the service is progressing this.

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

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

## **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

## Cathay Nursing Home, Forres

Cathay Nursing Home is a care home registered to provide care to 41 older people. The provider is Wallace Management Services Ltd.

We carried out an unannounced inspection of this service on 30 and 31 March.

We observed kind and compassionate interactions between people. Staff were familiar with people's needs and preferences. People were able to move freely around the home and were supported to remain active. People had been supported to maintain contact with family and friends through phone calls and other technology. People were enjoying visits in their own rooms. Feedback from families was positive.

Staff were knowledgeable about the signs and symptoms of COVID-19 and infection prevention and control. Staff had enough information to meet people's needs and care for them safely. We highlighted how personal planning could better reflect people's choices and wishes.

The care home was clean and clutter free, yet homely. There were good systems for cleaning and infection prevention and control, and we observed safe staff practices. Improvements were planned for the laundry room to help prevent the spread of infection. Enhanced cleaning schedules were in place. Cleaning and decontamination of reusable equipment was in line with guidance. PPE supplies were readily available and used in line with guidance.

There were enough staff to meet people's health and care needs. There was a staffing contingency plan to help manage staff shortages.

Staff described feeling valued and well supported. They were empowered to make decisions that had positive health outcomes for people.

We informed Moray 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

Overall evaluation for key question 2 'How good is our leadership?' – Good

Quality indicator (QI) evaluation:

QI 2.4 Staff are led well – Good

## Saltgreens Care Home, Eyemouth

Saltgreens Care Home is registered to provide care to 35 older people. The provider is Scottish Borders council.

We carried out an unannounced inspection of the care home on 30 March with inspectors from Healthcare Improvement Scotland.

We observed kind and caring interactions between staff and people experiencing care. Indoor visiting had commenced, and the staff were supporting meaningful contact following Scottish Government 'Open with Care' guidance.

Staff supported people who were unable to stay socially distant. Furniture was arranged in a way that promoted social distancing.

The home was tidy and well-maintained. PPE supplies were available and used appropriately. Staff received up-to-date training in infection prevention and control. There were areas where practice needed to improve, including the management of clinical waste.

There were sufficient staff to provide for people's needs, however this needed to be more flexible should people's health deteriorate. Staff felt well supported and valued for their work.

Support plans contained information that included anticipatory care considerations. Plans need to be developed to ensure information is current and up to date.

We informed Scottish Borders 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

## **The Beeches, Kilmarnock**

The Beeches is a care home registered to provide care for 10 adults with physical disabilities. The provider is Thorntoun Limited.

We carried out an initial unannounced inspection of the service on 19 February, the findings of which were outlined in our report laid before parliament on 3 March. On 31 March, we carried out an unannounced inspection to follow up on improvements that we required.

We found good practice in relation to infection prevention and control. Laundry management had improved, and environmental cleaning was carried out following best practice guidance.

Arrangements were in place to commence indoor visiting, and opportunities for meaningful contact between people were planned in line with national guidance.

The service had made progress in addressing some aspects of personal plans and staff training needs.

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

We will undertake a further visit to monitor progress evaluate further improvement.

## **Evaluations**

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

## **Parkhouse Manor Care Home, Glasgow**

Parkhouse Manor Care Home is registered to provide care to 48 older people. The provider is Laurem Care Group Limited.

We carried out an initial unannounced inspection of the service on 9 March, the findings of which were outlined in our report laid before parliament on 17 March. We completed a further unannounced visit to the home on 31 March, to follow up on the improvements that we required.

We found that the management of the home had responded positively to the required improvements and progress was evident. There had been significant improvements in cleanliness of the home, and increased management oversight helped improve quality assurance.

Visiting had started in line with government guidelines.

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

We will continue to monitor and support the service to sustain the improvements made.

### **Evaluations**

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

## **Queensberry Care Home, Sanquhar**

Queensberry Care Home is registered to provide a care service to 44 older people. The provider is Harvey Healthcare Ltd.

We carried out an inspection on 8 July 2020 with a representative of NHS Dumfries and Galloway, the findings of which were outlined in our report laid before parliament on 22 July 2020. We completed a further inspection on 26 November 2020 to follow up on the improvements we required, and these findings were outlined in our report laid before parliament on 9 December 2020.

We carried out an unannounced inspection on 1 and 2 April 2021.

People were supported by staff who were familiar with their choices and preferences. A range of relevant activities took place and reflected people's preferences. Staffing levels were good, and staff were responsive to people's changing needs.

People were well cared for in a homely environment, although areas of the home needed to be refurbished. Staff promoted social distancing. The service provided families with regular updates and indoor visiting had started.

Personal plans and risk assessments were updated regularly. There was evidence of contact with external health professionals when required. Anticipatory care plans were in place to support people's wishes at the end of their life.

Staff had access to relevant training to ensure they had the skills and knowledge to meet people's needs. The staff would benefit from adult support and protection training and this was planned.

Some areas of quality assurance could be improved.

We informed Dumfries and Galloway health and social care partnership of our findings.

## Evaluations

Overall evaluation for key question 1 'How well do we support people's wellbeing?' – Adequate.

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect – Good

QI 1.2 People get the most out of life – Adequate

QI 1.3 People's health benefits from their care and support – Good

Overall evaluation for key question 2 'How good is our leadership' – Adequate

Quality indicator (QI) evaluation:

QI 2.2 Quality Assurance and Improvement is led well – Adequate

Overall evaluation for key question 3 'How good is our staff team' – Good

Quality indicator (QI) evaluation:

QI 3.3 Staffing levels and mix meet people's needs and staff work well together – Good

Overall evaluation for key question 4 'How good is our setting' – Adequate

Quality indicator (QI) evaluation:

QI 4.2 The setting promotes and enables independence – Adequate

Overall evaluation for key question 5 'How well is our care and support planned' - Good

Quality indicator (QI) evaluation:

QI 5.1 Assessments and care planning reflects people's needs and wishes - Good

## Auchtercrag Care Home, Ellon

Auchtercrag Care Home is registered to provide care to 71 older people. The provider is Daviot Care Limited, part of the Meallmore Group.

We carried out an inspection of the service with Healthcare Improvement Scotland on 8 March and issued a letter of serious concern to the provider regarding the management of clinical waste. The findings of the inspection were outlined in our report laid before parliament on 31 March.

We completed a further inspection of the home with Healthcare Improvement Scotland on 6 April to follow up on the improvements that we required.

We found improvements in relation to the management of clinical waste in line with the requirement we made. Enhanced cleaning regimes were introduced, and the environment was decluttered. The management of laundry had been reviewed, and practice had improved. Monitoring of infection prevention and control practice was focused and specific staff were identified to monitor, coach and mentor staff. This improved staff practice.

We found significant improvements that ensured that people received adequate fluids. Staff were better informed about needs, and plans were in place to support people's hydration needs. Medication management had also been reviewed and was now in line with best practice.

Staffing numbers had increased. This had a positive impact on people's wellbeing. Staff were responsive to people's needs and we observed positive engagement.

External management was supporting the home to make the necessary improvements. This had supported the implementation of systems to monitor the quality of care.

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

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

## **Evaluations**

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

## **Ashton Grange, Glasgow**

Ashton Grange is a care home registered to provide care to a maximum of 26 older people. The provider is Keane Premier Healthcare Glasgow Limited.

We carried out an initial unannounced inspection between 17 and 19 February with Healthcare Improvement Scotland, the findings of which were outlined in our report laid before parliament on 3 March.

We completed an unannounced inspection on 23 March with Healthcare Improvement Scotland, and these findings were outlined in our report laid before parliament published on 1 April.

On 7 April, we carried out an unannounced inspection to follow up on improvements we required. The service had reviewed and amended its policy, and improved the process, for when new residents were admitted to the service.

Staff were responsive to people's changing care and wellbeing needs and this minimised the risk to people living and working in the service. Care plans included more individualised detail in relation to delivering care and support.

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

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

## **Evaluations**

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