

Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 23 June 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 9 June 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.

Darroch Nursing Home, Cumbernauld

Darroch Nursing Home is registered to provide care to 40 older people. The provider is Darroch Nursing Home Limited.

We carried out an initial unannounced inspection of the service on 27 May.

People were supported by staff who were familiar with their choices, routines, and preferences. Staff were compassionate and patient in their interactions. People were supported to maintain contact with family and relatives using technology and social media. Visiting had commenced in line with the Scottish Government Open with Care guidance.

Social distancing was evident and encouraged by staff in the home as much as possible. PPE stations were well stocked and staff used PPE appropriately in line with guidance. Staff had received training in infection prevention and control. It was agreed that increasing direct observation and recording of staff practice would support the monitoring and maintenance of standards.

There were serious concerns about the cleanliness of the environment, shared care equipment, mattresses and dining room chairs and repairs. This increased the potential for infection. We issued a letter of serious concern to the provider on 28 May which detailed immediate action the home must take and complete by 31 May.

We carried out a further visit to the home on 1 June and we found some improvements had been made. However, this was not yet meeting the standards required to keep people safe.

We issued an improvement notice on 4 June requiring improvement in the cleanliness, practice and management oversight within this service.

On 17 June we inspected the service and found that significant progress had been made. However, this was not enough to meet the requirements in full. We have therefore extended the improvement notice until 1 July.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Weak

Leonard Cheshire Disability – Bath Street, Edinburgh

Leonard Cheshire Disability – Bath Street is a care home for adults registered to provide care to five people with a learning and/or physical disability. The provider is Leonard Cheshire Disability.

We carried out an unannounced inspection of the service between the 26 May and 3 June.

People were being cared for by staff who knew them well and were knowledgeable about their needs and preferences. We saw warm and respectful interactions between staff and people experiencing care.

People were being supported to remain active by taking part in a wide range of both group and one-to-one activities. People could move freely around the home and access the enclosed garden. Staffing levels were sufficient to meet people's care and wellbeing needs. Families were being supported to visit in line with Scottish Government Open with Care guidance.

The home was clean, tidy, and well ventilated. Infection prevention and control measures and enhanced cleaning regimes were in place. Some furnishings and communal areas were identified as requiring further attention.

There were sufficient supplies of PPE which was stored safely and could be easily accessed by staff. Staff had received training on how to use and dispose of PPE safely. We suggested placing additional clinical waste bins around the home which the service implemented. Managers carried out infection prevention and control audits to ensure practice standards were maintained.

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:

7.2 Infection prevention and control practices – Good

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect – Good

QI 1.2 People get the most out of life – Very Good

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) 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

Quality indicator (QI) evaluation:

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

Netherton Court Nursing Home, Wishaw

Netherton Court Nursing Home is registered to provide care for up to 63 older people. The provider is Thistle Healthcare Limited.

We carried out an unannounced inspection of the care home on 1 and 2 June.

People in the home were supported by staff who knew them and were familiar with their preferences and choices. We observed some good interactions between staff and people who lived there. People had been encouraged and supported to keep in touch with their families and indoor visits were now taking place following Scottish Government Open with Care guidance.

There were insufficient staff to meet the needs of people experiencing care in the service. The layout of the building and the increased number of people who stayed in their bedrooms made it challenging for the numbers of staff to support people. Nutrition and weight loss care plans needed to be improved. It was unclear how weight loss was being managed as plans were not up to date and lacked detail.

Anticipatory care plans were poorly completed and did not reflect people’s choices for their end-of-life care.

We were concerned about the lack of activities and poor use of the outside space. We observed residents sitting for long periods of time with limited opportunities to mobilise around the home. We have asked the provider to consider how to make better use of the communal areas to maintain social distancing while supporting more people to use them throughout the day.

Medication management needed to be improved.

The general environment was clean with enhanced cleaning schedules in place. Domestic and laundry staff were knowledgeable and followed correct guidance and procedures in line with Health Protection Scotland Covid-19

Information and Guidance for Care Home Settings. There was adequate access to PPE and we observed the majority of staff using this correctly. Staff we spoke with were aware of guidance around infection prevention and control and had completed a range of relevant training.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Weak

Westfield, Lockerbie

Westfield is a care home registered to provide a care service to a maximum of 40 older people. The provider is Mead Medical Services Limited.

We carried out an inspection on 23 September, the findings of which were outlined in the report laid before parliament on 14 October. We completed a further visit on 9 November to follow up on the improvements that were required. We outlined our findings in the report laid before parliament on 25 November.

We completed a full inspection of the home on 1 and 2 June.

We observed kind and caring interactions between staff and people experiencing care. The service was following the principles of Open with Care guidance. However, the provider should review how they facilitate meaningful contact in order to further improve visiting experiences for people.

Personal plans were in place and included anticipatory care plans to inform staff of people's wishes should they become unwell. The service referred to the wider healthcare team when required and had used the video consulting service for people to attend appointments during the pandemic.

The service had good links with the local health and social care partnership and people's care and support needs were being reviewed by social work.

Opportunities for people to take part in meaningful activities was limited and staffing arrangements should be reviewed to take account of this, in order to fully meet the needs of people experiencing care.

The premises, furnishings and equipment were clean. Where required, new items had been purchased and improved systems were in place to demonstrate enhanced cleaning.

Staff had completed training on Covid-19 and infection prevention and control. Oversight of staff practice had been implemented to further monitor infection prevention and control practices within the home. PPE was available at convenient locations and staff were observed to use this correctly.

Quality assurance processes were in place. These require to be developed further in order to support continuous improvement within the service.

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 – Adequate

QI 1.2 People get the most out of life – Adequate

QI 1.3 Peoples health benefits from their care and support – Good

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

Quality indicator (QI) evaluations:

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

QI 3.3 Staffing levels meet people's needs, with staff working well together – Adequate

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

Quality indicator (QI) evaluations:

QI 5.2 Families and carers are involved – Adequate

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Adequate

Craighead Care Home, Newport-on-Tay

Craighead Care Home is registered to provide care to a maximum of 52 older people and four adults with a learning disability. The provider is Craighead Care Limited a member of the Belsize Group.

We carried out an initial inspection of the service on 8 September, the findings of which are outlined in our report laid before parliament on 16 September. We carried out an unannounced inspection on 2 and 3 June.

People living at the service need to be better supported to enable them to get the most out of life. This includes increased opportunities to access outdoors, enhanced mealtime experience and day-to-day activities and engagement with staff.

Indoor visiting between designated relatives and people living in the service was taking place. Visiting arrangements was being progressed in line with Scottish Government Open with Care guidance to enable increased contact.

Care planning needs to improve, in particular planning to support effective wound care management. Treatment plans were not effectively planned, reviewed and evaluated to promote wellbeing.

Infection prevention and control practice needed to improve. We identified a lack of clinical waste bins to enable safe disposal of PPE. Appropriate cleaning regimes were in place but these were undermined by the areas that needed repair, refurbishment or redecoration. We will monitor progress with the improvements required to ensure people experiencing care can feel safe and secure and the risk of infection is reduced.

The management team were aware of most of the issues identified by us and were progressing an action plan to make the required improvements. Issues identified by us that were not included in the plan were promptly addressed.

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 1 'How well do we support people's wellbeing?'
– Weak

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect – Weak

QI 1.2 People get the most out of life – Weak

QI 1.3 People health benefits from their care and support – Weak

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

Quality indicator (QI) evaluations:

QI 3.1 Staff have been recruited well – Weak

QI 3.3 Staffing levels and mix meet people's needs, with staff working well together – Weak

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

Quality indicator (QI) evaluations:

QI 4.1 People experience high quality facilities – Weak

QI 4.2 The setting promotes and enables people's independence – Weak

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

Quality indicator (QI) evaluations:

QI 7.2 Infection Control Practices – Weak

QI 7.3 Staffing arrangements – Weak

Balhousie Coupar Angus, Blairgowrie

Balhousie Coupar Angus is a care home registered to provide care to 42 older people. The provider is Balhousie Care Ltd.

We carried out an inspection on 22 October 2020. The findings are outlined in our report laid before parliament 11 November.

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

The service was progressing well with implementing Open with Care guidance and indoor visits were taking place. Feedback from families was positive.

Individual personal plans provided good information on how current care and support needs were being managed. The service had good links with external professionals to support wellbeing.

The home environment was clean and well maintained, however appropriate storage was needed in en-suite bathrooms. Enhanced cleaning schedules were in place. Laundry management required improvement to ensure infection control measures were applied consistently. PPE supplies were good, however more clinical waste bins were needed.

The staffing arrangements were adequate to meet the physical and health care needs of the people receiving care in the service. We identified that more could be done to support people to remain physically and socially active. Staff had received

training and were knowledgeable about Covid-19 and infection prevention and control.

We informed Perth and Kinross 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 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 Peoples health benefits from their care and support – Adequate

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

Quality indicator (QI) evaluations:

QI 5.2 Families and carers are involved – Good

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Ranfurly Care Home, Johnstone

Ranfurly Care Home is registered to provide care to 62 older people. The provider is Silverline Care Caledonia Limited.

We carried out an inspection of the service on 15 April, the findings of which are outlined in our report laid before parliament on 28 April. We completed a further inspection on 18 May to follow up the required improvements, the findings of which are outlined in our report laid before parliament on 26 May.

On 2 June a follow-up inspection was carried out to further evaluate progress on the required improvements.

We found further improvements to infection, prevention and control practice with the environment found to be clean and fresh. We observed improvement in the cleaning of mattress covers and staff use of PPE. The management team had implemented an improved system to observe staff practice.

We looked at the service improvement plan which was now in place. While the service had started to involve others in this process the quality of the improvement plan could be further developed.

Anticipatory care plans were in place for each person in the service. Plans sampled during the visit contained appropriate information in relation to people experiencing care.

Visiting arrangements had improved with the Scottish Government's Open with Care guidance being implemented to allow visits in bedrooms. We observed people receiving visits both inside and outside during our inspection.

The staff worked well together, and we observed warm and caring interactions between staff and residents.

We informed Renfrewshire health and social care partnership about our findings.

We reviewed the evaluation for infection prevention and control practices for this care home, based on our findings at this inspection. The updated evaluation is 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 control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Cumrae Lodge Care Home, Irvine

Cumrae Lodge is registered to provide a care home service to a maximum of 78 older people. The provider is Guthrie Court Limited, a member of the Four Seasons Healthcare Group.

We carried out an initial inspection of the service on 2 and 3 June and a further inspection on the 11 June, to follow up on improvements required.

During the initial inspection on 2 and 3 June we found several areas where cleaning lacked attention to detail. This led to some contaminated surfaces on equipment and furniture that created an increased risk of infection. Managers effectively addressed some of our concerns during our inspection. However, we made a requirement to support sustained improvement.

We also found that many areas of the environment needed refurbishment. While the provider had plans to address this, this meant that some surfaces were hard to clean and therefore posed an increased risk of infection.

The quality of people's care plans was good. We recommended that the service should work towards making them more outcome focused. The home worked well with external professionals to support people's health.

At the follow up inspection on 11 June, we found the provider had made significant improvements to the cleanliness of areas where poor cleaning practice had previously led to some contaminated surfaces on equipment and furniture.

We found that the governance and quality assurance processes had been strengthened to sustain the required standards of cleanliness. Staff had additional training and managers had worked with staff on increasing awareness and accountability.

The provider also made good progress with creating and implementing action plans for improving the environment.

We reviewed the evaluation for infection prevention and control practices and for leadership and management, based on our findings at this inspection. The updated evaluations are set out below.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect – Good

QI 1.2 People get the most out of life – Good

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

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

Quality indicator (QI) evaluations:

QI 2.2 Quality assurance and improvement is led well – Good

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

Quality indicator (QI) evaluations:

QI 5.1 Assessment and care planning reflects peoples' needs and wishes – Good

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

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

Whim Hall Care Home, West Linton

Whim Hall Care Home, West Linton, is registered to provide care to 44 older people. The provider is St Philips Care Ltd.

We carried out an unannounced inspection of the care home on 2 June. Open with Care guidance was being implemented and people benefited from seeing those who were important to them. People were supported to socially distance when in communal areas of the home.

PPE supplies were plentiful, and infection prevention and control guidance was being adhered to. The home and equipment was clean and laundry systems were in line with appropriate guidance.

Care and support plans were detailed and contained up to date information on people's wishes in relation to anticipatory care. People were supported by a consistent care team who knew people well. Staff were kind and compassionate. Staffing levels did not mean care was always responsive. Staff had limited time to support people with meaningful activities that help promote wellbeing. Staff skills meant they were not always able to fully meet people's changing health and care needs, or to support people to move safely.

Communication needed to improve between the service and families.

We will undertake a further visit to monitor progress.

We informed Scottish Borders 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 – Adequate

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Adequate

The Grove Care Home, Inverurie

The Grove care home is registered to provide care to provide care to 40 older people. The provider is Daviot Care Limited, part of the Meallmore Group.

We carried out an unannounced inspection of the care home on 3 June.

People spoke positively about the staff. Staffing levels enabled people's needs to be met and we observed staff supporting people in a caring manner. People were supported to stay in touch with family and friends. The service had followed the principles of Open with Care guidance and people received regular visits from people important to them.

Some people were supported by staff to access the gardens. This resulted in positive experiences for those people. However, this opportunity was not available to everyone in the home. The service needs to ensure that everyone has the opportunity to access outside space.

People spoke positively about the quality of food in the services. However, improvements are needed to ensure that everyone receives the appropriate level of support and assistance at mealtimes.

The environment was clean, tidy, and well maintained. Decluttering had taken place and there was a homely feel in the service. While the service had introduced infection prevention and control procedures and enhanced cleaning schedules, these were not always followed by all staff. Staff were repeating training that should improve consistency in infection prevention and control standards.

PPE was plentiful and staff use of PPE was safe and in line with guidance however, there was inconsistency in how it was stored and accessed.

The number of staff on duty was sufficient however a review of the skill mix should help improve quality and the consistency in the care provision. We informed Aberdeenshire health and social care partnership of our findings.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Lornebank Care Centre, Hamilton

Lornebank Care Centre is a care home for older people registered to care for a maximum of 74 older people. The provider is Hudson (Lorne) Limited.

We conducted a Covid-19 inspection of the care home on 7, 12 and 13 April, the findings of which were outlined in the report laid before parliament on 28 April. We completed a follow-up inspection on 4 June to follow up on outstanding improvements that were required in relation to catheter care.

On 4 June, we found significant improvements in catheter care risk assessment and care planning. All staff had completed comprehensive training in catheter care, appropriate to their role. Management had supported staff to reflect on their learning and how this had improved their practice.

Quality assurance auditing of catheter care needs had been strengthened and people's care plans were being reviewed and evaluated monthly.

The provider had sought support from the Care Home Liaison team and further staff training was planned.

We informed South Lanarkshire health and social care partnership.

Evaluations

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

Dunvegan – Stenhousemuir, Larbert

Dunvegan – Stenhousemuir is a care home registered to provide care to 33 adults. The provider is Parkcare Homes (No.2) Limited.

We carried out an inspection of the home on 5 and 8 June.

People were well supported to maintain contact with family and relatives, in line with Scottish Government Open with Care guidance. We observed kind interactions between staff and residents. People were able to freely move around the home and use the outdoor space available.

Staff were generally knowledgeable and informed about Covid-19 and current guidelines for infection prevention and control. However, we found that staff did not consistently follow the guidelines for hand hygiene. We had some concerns over the cleaning solutions that were in place for staff to use, however the provider took immediate action to ensure correct products were used before we concluded our inspection.

A training programme was in place and most staff had completed training in infection prevention and control. The provider had developed a competency framework to assess staff skills and knowledge. We suggested ways this could be further improved.

We identified that there were not always enough staff to fully meet the needs of people receiving care because of staff absences at short notice. However, when the

service was fully staffed, we saw that people were able to go on outings, participate in activities and enjoyed a visiting entertainer. Staff were committed to supporting people to plan and go on holidays over the coming months.

We discussed with the manager the ways they could make absence management more robust and effective. Also, the need to put in place a responsible person on duty at all times in the home, who would support staff deployment and management out-with office hours.

We informed Falkirk 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 – Adequate

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

Quality indicator (QI) evaluations:

QI 2.4 Staff are well led – Adequate

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices - Adequate

QI 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care – Adequate

St. Anne's Care Home, Musselburgh

St. Anne's Care Home is a care home registered to provide care for 37 older people. The provider is 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 and reported on this in the report laid before parliament on 14 April.

We carried out an inspection of the home on 7 and 9 June which included following up on improvements required.

We found people being cared for with compassion, dignity and respect by the staff team who were knowledgeable about individuals' needs. We observed good caring

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

The home environment was clean. The service needed to improve the cleaning records and quality assurance process. The home had plentiful supplies of PPE and staff had received training in its use. Well stocked PPE stations were clearly identified using signage. Improvements had been made to the facilities for the management of laundry and to the management oversight of training.

The home had links with health and social care professionals who supported the home with training and guidance.

Staffing levels helped residents to maintain contact with their family. The service was taking steps to implement Scottish Government Open with Care guidance and this was welcomed by families.

Improvements to care planning and recording care were under way. We identified further areas where care could be improved.

We informed East Lothian 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 7.2 Infection prevention and control practices – Adequate

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

Quality indicator (QI) evaluations:

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

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

Quality indicator (QI) evaluations:

QI 5.2 Families and carers are involved – Adequate

Hamnavoe House, Orkney

Hamnavoe House care home is registered to provide care to 40 older people. The provider is Orkney Islands Council.

We carried out an inspection of the care home on 7, 8 and 9 June.

People benefited from warm and compassionate relationships with the staff who supported them. People were supported to enjoy meaningful activities, and to safely access the local community. People were supported to stay in touch with family and friends. People enjoyed indoor visits from relatives and other people, following the principles of The Scottish Governments Open with Care guidance.

People's health and care needs had been reviewed with input from the local GP practice and community nurses when this was needed. Care plans contained information to guide staff but could benefit from more information to help staff to know people's preferences. Their plans included anticipatory care plans that detailed the support people wished to receive at the end of their life.

People lived in an environment which was well equipped, bright, airy and furnished in a homely way. The environment was clean and uncluttered and enhanced cleaning schedules were in place. More care was needed around cleaning people's specific equipment, particularly within their en-suite shower rooms.

PPE stations were conveniently located to support effective infection prevention and control measures. Staff had completed training on infection prevention and control guidance and put this into practice.

Staffing arrangements met people's needs and there was a contingency plan to help manage staff absences.

Evaluations

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect – Very Good

Q11.2 People get the most out of life – Good

Q11.3 People's health benefits from their care and support – Very Good

Overall evaluation for key question 4 'How good is our setting?' – Very Good

Quality indicator (QI) evaluations:

QI 4.1 People benefit from high quality facilities – Very Good

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

Quality indicator (QI) evaluations:

QI 5.2 Carers and family members are encouraged to be involved – Good

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

Upper Springland Rosiebank Tummel, Perth

Upper Springland Rosiebank Tummel is a care home registered to provide care for 12 adults with a physical and/or learning disability. The provider is Capability Scotland.

We carried out an unannounced inspection of the home on 8 June.

The premises and most furnishings were clean. We identified some areas where enhanced cleaning and monitoring would support a safer environment. Systems and processes for cleaning and checking equipment and the quality assurance of these needed to improve. There were no external clinical waste storage bins.

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 in line with Scottish Government Open with Care guidance. 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. Access to external healthcare professionals was good and details of their input was clearly documented in care plans.

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 have informed Perth and Kinross health and social care partnership who 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?' – Adequate

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect – Good

QI 1.2 People get the most out of life – Good

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

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

Quality indicator (QI) evaluations:

QI 4.2 The setting promotes and enables people's independence – Adequate

Summerlee House Ltd, Coatbridge

Summerlee House is a care home registered to provide care to 84 older people. The provider is Summerlee House Limited.

We carried out an unannounced visit to the care home on 8 June in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. During this visit, we inspected the service in relation to infection prevention and control practice.

Staff were compassionate and respectful towards people experiencing care. People were supported to keep in contact with friends and family and visiting was being encouraged. People had also been supported to go out in the community safely.

The home was clean and well maintained. Enhanced cleaning was in place for touch points and communal areas, although, cleaning schedules should be reviewed to ensure all tasks are included. There were sufficient supplies of PPE and staff used PPE appropriately. All staff had received training in Covid-19 and infection prevention and control.

Some opportunities for staff hand hygiene were missed. Infection prevention and control audits should be reviewed to ensure they identify when staff need additional support.

There were enough staff available to meet people's needs and there was a contingency plan to help manage staff shortages. We saw that staff worked well together and supported each other.

People were supported to physically distance in lounge areas sensitively.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Good

Moorpark Place, Kilbirnie

Moorpark Place is registered to provide a care home service in single occupancy houses to a maximum of 25 adults. The provider is Huntercombe Adult Limited.

We carried out an unannounced inspection of the care home on 8, 9 and 10 June.

People had access to activities both at home and in the wider community. We saw some positive experiences such as people using local facilities, cafes and places of leisure. People had visits from relatives at the care home and met with family and friends in the local area. We asked the service to update its visiting policy to reflect Scottish Government Open with Care guidance.

Professionals from a multi-disciplinary team were based on-site. This promoted the service's specialist knowledge, quality of interventions and people's wellbeing. Care plans were not always routinely updated, and some did not fully reflect people's changing needs, risks and outcomes.

There was a core staff team that knew people's needs well. However, there was significant use of agency staff and staff morale was low. We asked the service to improve staff participation, listen to their views and use this information to inform service improvement. We also required the service to improve the training and induction of agency staff to better meet the needs of people.

Staff demonstrated an understanding of good practice in relation to infection prevention and control procedures and the safe use and disposal of PPE. Communal areas of the care home were clean, tidy, and free of clutter. There was good signage, a robust waste management system, and ample PPE and hand washing facilities.

People's individual spaces were personalised and homely. We noted some issues such as damaged furniture which was difficult to clean. We asked the service to improve its quality assurance of infection prevention and control to make it more frequent and robust.

We will undertake a further visit to monitor progress.

We informed North Ayrshire 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 – Adequate

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Williamwood, Netherlee

Williamwood is a care home registered to provide care and support for up to 34 older people. The Provider is Church of Scotland Trading as Crossreach.

We carried out an initial inspection of the service on 19 August 2020, the findings of which were outlined in the report laid before parliament on 2 September 2020. We completed a further visit to the home on 4 September 2020 to follow up on the improvements that were required, the findings of which were reported to parliament on 16 September.

We carried out an unannounced inspection of the care home on 8 and 9 June. Residents living in the home were supported by staff who knew their choices and preferences. Staff were attentive and kind and both residents and their relatives were complimentary about the care and support provided. Residents' health benefitted from links with external health professionals. Appropriate measures were in place to maintain social distancing and residents were supported to keep in touch with their family and friends in line with Scottish Government Open with Care Guidance.

Residents enjoyed a programme of activities that reflected their abilities and hobbies. Personal plans were person-centred, detailed and specific to people's needs. We identified a need to monitor medication recording within the home to ensure that residents benefit from safe medication management.

The premises, most furnishings and equipment were clean. However, we found several areas such as the staff room, the domestic services room and the external bin area which required a deep clean. This was addressed immediately, but systems and processes for cleaning, environmental audits and quality assurance needed to improve to promote proactive management of infection prevention and control.

The home would benefit from a review of the placement of PPE stations so that they are more readily accessible for staff. The provider was responsive to the concerns raised and a plan will be sent to us outlining the proposed action and timescales.

Staffing arrangements were sufficient to meet the needs of residents. Staff received induction and training and we received many positive comments about the management and staff teams. Staff demonstrated a good understanding of infection

prevention and control procedures and the safe use and disposal of PPE. This was not always reflected in their practice as we saw areas where more staff attention to detail would have assisted in keeping areas clean and free from potential infection, therefore ensuring a safer environment for residents.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect – Good

QI 1.2 People get the most out of life – Good

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

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

Quality Indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

Monkbarns, Arbroath

Monkbarns care home is registered to provide care to a maximum of 67 older adults. The provider is Balhousie Care Limited.

We carried out an initial inspection of the service on 13 October 2020 the findings of which were outlined in the report laid before parliament on 28 October. We carried out an unannounced inspection on 12 and 14 May, the findings of which were outlined in the report laid before parliament on 26 May.

We carried a further unannounced inspection on 9 June, to follow up progress made on the improvements identified.

People living at the service were well cared for, with warm interactions from staff who were familiar with their support needs and choices. We saw improvements in the activities which were provided, with people engaged in supportive and friendly interactions and meaningful activities of their choice.

There were more staff available, and they were involved in supporting people to help fulfil their day. Indoor visiting between relatives and people living in the service was taking place. Visiting arrangements had now been progressed in line with Scottish Government Open with Care guidance to enable increased contact.

We were concerned that some areas of the service still required improvements in relation to infection prevention and control practices. Although we saw that there had been good progress made in this area there were still some areas of the home and items of equipment had not been cleaned properly or required to be replaced. Further improvement was needed to achieve an environment that consistently promotes the health and welfare of people and to evidence robust quality assurance processes.

We informed Angus 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

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

Blar Buidhe Care Home, Stornoway

Blar Buidhe Care Home is registered to provide care to 40 older people. The provider is HC-One Ltd.

We carried out an unannounced inspection of the care home on 9 June.

People were supported to enjoy meaningful activities and stay in touch with family and friends. The service organised indoor visits from relatives and other key people, following the principles of Scottish Government Open with Care guidance.

People's health and care needs had been reviewed, and care plans had good detail to support staff to meet people's health and care needs. This included anticipatory care plans that detailed the support people wished to receive at the end of their life. The service had good links with professionals to support people's wellbeing.

The environment was clean and uncluttered. Enhanced cleaning schedules were in place. Minor repairs were needed to ensure effective cleaning. There was access to PPE, but this could be improved by increasing the number of PPE stations and access to clinical waste bins. Staff used PPE correctly and the staff we spoke with were aware of infection prevention and control guidance and had completed a range of relevant training.

Staffing arrangements met people's needs. There was a contingency plan to help manage staff absences.

Quality assurance systems did not help identify how people's care could be improved. The service needs to get better at supporting continuous improvement.

We informed Comhairle nan Eilean Siar (Western Isles Council) of our findings.

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect – Good

QI 1.2 People get the most out of life – Good

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

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

North Inch House, Perth

North Inch House is a care home registered to provide care for up to 78 older people. The provider is Balhousie Care Limited.

A complaint investigation was carried out on 13 January. We carried out an unannounced inspection on 16 March with Healthcare Improvement Scotland, the findings of which are outlined in our report laid before parliament on 31 March. We completed an unannounced visit to the home on 12 May the findings of which are outlined in our report laid before parliament on 26 May.

We carried out an unannounced inspection of the service on 9 June.

People living in the home were supported to stay in touch with friends and relatives. Indoor visiting between designated visitors and residents followed the principles of the Scottish Government Open with Care guidance.

Staff were kind, caring and attentive towards residents. People looked relaxed and comfortable. Further work is required to ensure that people's personal plans reflect their assessed need.

PPE supplies were good and hand sanitiser was available throughout both buildings of the home. The home was clean and tidy. We observed equipment being used by residents that was not clean. The management of the laundry did not follow current guidelines, and this needed to improve.

Quality assurance systems were not effective. Management had not identified the need to improve health care for people or staff support needs. The provider needs to put in place robust governance and quality assurance processes. This would ensure that areas for improvement are identified and resolved quickly.

Staff arrangements were adequate. Staff supervision, team meetings and staff training had not taken place regularly to support improvement.

We informed Perth and Kinross health and social care partnership of our findings.

We will undertake further visits to monitor progress.

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 – Adequate

QI 1.2 People get the most out of life – Adequate

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

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

Quality indication (QI) evaluations:

QI 2.2 Quality assurance and improvement is led well – Weak

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Walton House, Leven

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

We completed an unannounced inspection of the care home on 13 July 2020 with Healthcare Improvement Scotland the findings of which were outlined in our report laid before parliament on 22 July. We completed an unannounced inspection on 18 May 2021, the findings of which are outlined in our report laid before parliament on 26 May.

We carried out an unannounced inspection 9 June. This provided an opportunity to follow up on areas for improvement identified at the inspection.

We observed good interactions between staff and people experiencing care. The staff team was responsive to people's wellbeing needs and there was good evidence of links with external agencies. There were appropriate measures in place to maintain social distancing.

The home had reopened to indoor visiting, which was in line with Scottish Government Open with Care guidance. We found that people were able to have regular contact with family and friends.

The way that dependency levels are calculated needed to be reviewed and we will continue to monitor and support the service. This is important to ensure that staffing meets the dependency needs of residents.

The home was clean, tidy and well maintained. PPE supplies were good and available for staff throughout the home.

We found care equipment was clean and laundry systems complied with current guidance. A review of quality audits was underway to ensure areas for improvement were identified and addressed through robust quality assurance systems.

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

We reviewed the evaluations for this care home based on our findings at this inspection.

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

Ranaich House, Dunblane

Ranaich House is care home registered to provide care to 14 adults with adults with learning disabilities. The provider is Cygnet Care and Support Limited.

We carried out an unannounced inspection of the service on 9 and 10 June.

The service was facilitating visits in line with Scottish Government Open with Care guidance. Trips out and short breaks away from the service were also taking place in line with current guidance and restriction levels. The home had good links with health professionals. There was ample space within the home for people to participate in one-to-one activities with staff. There were several kitchens and laundry rooms to allow for social distancing and to promote people's independent living skills.

We identified weaknesses in how the service responded when people's health and medical needs changed. The provider must ensure that care and support practices are adapted to reflect changes in people's health needs.

The premises and equipment were clean and well maintained. PPE was readily available however it was not stored securely. All staff had received training on infection prevention and control and Covid-19. However not all staff were able to demonstrate knowledge of safe practice around cleaning procedures. Regular monitoring of practice was taking place but did not always identify gaps in staff knowledge or practice.

Care plans contained good information on people's support. Individual care plans for Covid-19 were not in place for everyone. We advised the service to develop a local contingency plan to be followed in the event of a Covid-19 outbreak within the home. We informed Clackmannanshire and Stirling health and social care partnership of our findings.

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

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 – Good

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

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

Quality indicator (QI) evaluations:

QI 4.1 People experience high quality facilities – Good

Chester Park Care Home, Glasgow

Chester Park Care Home is registered to provide care to 101 older people. The provider is Oakminster Healthcare Limited.

We carried out an unannounced inspection of the care home on 18 May, the findings of which were outlined in the report laid before parliament on 26 May.

We completed a further unannounced visit to the home on 9 June to follow up on improvements that were required in relation to the cleanliness of the environment, care equipment, and quality assurance systems for infection prevention and control.

We found improvements in the cleanliness of the environment and equipment used by people. Quality assurance systems for infection prevention and control had been improved and showed effective monitoring of the environment and staff practice.

Care plans were being developed to ensure they fully reflected peoples care and support needs. Opportunities for individuals to participate in one-to-one activities were being developed to ensure that the activity programme supported individuals to get the most out of life.

Visiting was being progressed in line with Scottish Government Open with Care guidance. People were receiving visitors in the home as well as enjoying outings in the community.

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

Evaluations

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

Cardonald Care Home, Glasgow

Cardonald Care Home is registered to provide a service to a maximum of 35 older people. The service is provided by Tamaris (RAM) Limited, a member of the Four Seasons Health Care Group.

We carried out an initial inspection of the service on 13 May the findings of which were outlined in our report laid before parliament on 26 May.

We carried out a further inspection on 9 June to follow up the improvements that were required in relation to the cleanliness of the environment, staff training and quality assurance systems for infection prevention and control.

Staff had been provided with further training and guidance to support improved practice. We found improvement in the cleanliness of the environment. Quality assurance systems for infection prevention and control had improved and showed effective monitoring of the environment and staff practice.

A staff contingency plan had been developed. This reflected the providers intended response to ensure safe staffing levels were maintained in the event of a Covid -19 outbreak.

People continued to be cared for by staff who were experienced and familiar with their needs. We observed kind and compassionate interactions between staff and residents.

Visiting was taking place in line with Scottish Government Open with Care guidance.

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

Evaluations

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

Spiers Care Home, Beith

Spiers Care Home is registered to provide care for 45 older people. The provider is Anavo Care Group Limited.

We completed an unannounced inspection of the home on 9 and 10 June. We observed kind and caring interactions between staff and residents and staff were available in sufficient numbers to meet people's needs. Staff were proactive in the management of people's health needs and sought support from health partners where appropriate. Comprehensive care plans guided staff and their content provided evidence that people were being supported with the things that were important to them.

Relatives provided positive feedback about the care of their relatives. Indoor visiting was being facilitated in line with Scottish Government Open with Care guidance, and outings and activities away from the home were being supported.

We found quality assurance systems ensured positive outcomes in relation to infection prevention and control management.

There were sufficient supplies of PPE and staff were using this appropriately. Enhanced cleaning schedules were in place and housekeeping staff were aware of infection prevention and control practice. Laundry procedures were well managed. The home was clean and free of clutter and odour.

Staff said that they were well supported, morale was good and there was visible leadership.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity, and respect – Good

QI 1.2 People get the most out of life – Very Good

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

Wallacetown Gardens, Ayr

Wallacetown Gardens is registered to provide care to 20 adults. The provider is Heathfield Care and Residential Homes Limited.

We carried out an unannounced inspection of the care home on 10 and 11 June.

We observed kind and caring interactions between staff and people experiencing care. We received positive feedback from relatives about the quality of care provided. Relatives were updated about changes in their family member's health and care. People were supported by staff who knew their needs well. There was regular joint working with external health professionals which resulted in positive health outcomes for people. Those living in the care home experienced meaningful and stimulating activities to support physical and mental wellbeing. Indoor visiting was in line with Scottish Government Open with Care guidance.

Care plans were person-centred and had sufficient detail to enable staff to meet people's needs. These were regularly reviewed with involvement from people experiencing care, their relatives, and other external supports.

Cleaning schedules ensured the care home was clean, tidy, and free of clutter. There was an effective system for laundry and waste to reduce the risk of infection. Staff had access to ample PPE which was stored around the service. On-going training and staff observations promoted good standards of infection prevention and control around the home.

Quality assurance and monitoring systems could be enhanced which the management was in the process of addressing. An improvement plan would benefit the ongoing development of the service.

We 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?' – Good

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity, and respect – Good

QI 1.2 People get the most out of life – Good

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) evaluations:

QI 2.2 Quality assurance and improvement is led well – Adequate

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

Quality indicator (QI) evaluations:

QI 5.1 Assessment and care planning reflects people's outcomes and wishes – Good

ASC The Grange, Perth

ASC The Grange is a care home registered to provide care to 29 people with learning disabilities. The provider is Advanced Specialist Care Limited.

We carried out an unannounced inspection on 14 and 15 June.

People were being supported to have enjoyable days and to take part in activities they were interested in and liked, including trips out. People were supported to maintain contact with family and relatives through visits and by using technology.

People got good support with their health needs. Care and support plans were up-to-date and provided some good information to support staff to meet people's needs. However, there was a need to improve the detail of the support people needed. Some people had not had a recent review meeting to discuss their care and support.

The home was clean and enhanced cleaning schedules were in place. Maintenance and repair of the environment took place, but there were one or two areas which still needed attention to improve infection prevention and control.

Staffing levels were suitable, and staff had training in infection prevention and control and Covid-19. Staff had received training in other areas so they could support people well. Some more training in how to support people's independence and abilities would be beneficial.

PPE supplies were good and available for staff. Staff usually wore PPE safely but occasionally face masks were not worn correctly.

We informed Perth and Kinross health and social care partnership of our findings.

We will undertake a further visit to monitor progress.

Evaluations

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

Quality Indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

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 – Adequate

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?’ – Adequate

Quality indicator (QI) evaluation:

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

QI 3.3 Staffing levels and mix meet people’s needs, with staff working well together – Adequate

Arden Craig Care Home, Glasgow

Arden Craig Care Home is registered to provide a care service to a maximum of 26 older people and 64 adults. The provider is Thistle Healthcare Ltd

We carried out an unannounced inspection of the service on 14, 15 and 16 June.

We observed kind and compassionate interactions between staff and people experiencing care. Feedback from relatives was positive. Arrangements were in place to keep relatives updated about changes in their family member’s health and care. People were enjoying indoor visiting in line with Scottish Government Open with Care guidance.

There were enough staff to meet people’s health and care needs. The home had positive working relationships with external health practitioners who helped to support positive outcomes for people living in the service. We found that people’s support plans contained good information however some plans required to be updated to reflect people’s current care and support needs as well as their wishes.

Training for staff was in place that supported them in some aspects of maintaining people’s health and wellbeing. We identified further areas that required additional training for staff.

The home was clean and tidy with enhanced cleaning schedules in place. The home managed laundry and clinical waste in line with infection prevention and control guidance. There were good supplies of PPE and staff were seen to use, wear and dispose of PPE appropriately.

There were some areas of the environment which could be improved upon. The service had a refurbishment plan in place to address the areas needing attention.

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

We will undertake further visits 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 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing Arrangements – Good

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 – Good

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

Abercorn House Care Home, Hamilton

Abercorn House Care Home is registered to provide a care service to 57 older people. The provider is Sanctuary Care Ltd.

We carried out an unannounced inspection on 14 and 15 June.

We observed kind and compassionate interactions between staff and those living in the service. Feedback from relatives was very positive. The service was proactive in providing families with regular updates about their relatives.

Social distancing was being managed sensitively and people were supported to move around safely. People living in the care home experienced meaningful and stimulating activities to support physical and mental wellbeing. Indoor visiting, as well as outings, took place in line with Scottish Government Open with Care guidance. Families were also encouraged to provide direct care and support where it was assessed to be beneficial for the individual.

The staff team was responsive to people's wellbeing needs and families reported being very happy with the care provided. People living in the home were supported

by staff who were familiar with their choices and preferences. Care plans were person-centred and had sufficient detail to enable staff to meet people's needs. The home had positive working relationships with external health practitioners who helped to support positive outcomes for people.

The home was clean, tidy, and well maintained. Enhanced cleaning schedules were in place and staff were confident in cleaning processes. The home managed laundry and clinical waste in line with guidance. There were good supplies of PPE and staff were seen to use, wear and dispose of PPE appropriately. Staff were knowledgeable about infection prevention and control.

A range of Covid-19 related audits and checks were being undertaken regularly, this included observations of staff practice.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices - Very good

QI 7.3 Staffing arrangements – Good

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

Quality indicator (QI) evaluation:

QI 1.1 People experience compassion, dignity, and respect – Very Good

QI 1.2 People get the most out of life – Good

QI 1.3 Peoples health benefits from their care and support – Good

Wilby House, Kirkcaldy

Wilby House is a care home registered to provide care to 46 older people. The provider is Marchmont Residential Homes, a partnership.

We carried out an initial inspection on 10 March with Healthcare Improvement Scotland, the findings of which are outlined in our report laid before parliament on 31 March. We completed a further visit to the home between 4 and 6 May to follow up on the improvements required, the findings of which were outlined in the report laid before parliament on 26 May.

We completed a further visit to the home on 15 June to follow up on improvements identified.

When we visited in May, there had been concerns in relation to the cleanliness of the environment and the equipment used by people living in the home. Quality assurance tools that were in place needed to be further developed to verify they were addressing all relevant areas to ensure people were safe. The service took immediate action to address the concerns we raised about the cleanliness of the home.

When we visited on 15 June, the service had maintained the significant improvements regarding the cleanliness of equipment and environment. A programme of refurbishment was underway to further enhance the environment and make it easier to clean.

People living in the home appeared content and staff interactions were kind and caring. Quality assurance tools still needed improvement and we directed the manager to current best practice guidance to assist in the development of quality assurance tools for infection prevention and control.

We will continue to monitor and support the service.

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

We reviewed the evaluations for infection prevention and control 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

St. Francis Care Home, Glasgow

St. Francis Care Home in Glasgow is registered to provide care to 40 older people. The service is provided by St. Francis Convent.

An unannounced inspection of the care home on 16 June. During this visit we inspected the service against key question 7.2.

People who live in the home were well cared for by staff who knew them well.

On the day of our visit the home was bright and clean. Staff had access to plentiful supplies of PPE. Staff use of PPE was observed during our visit and we found that this was done in line with the current best practice guidance. We found infection

prevention strategies and cleaning were in line with best practice in this area. Ongoing cleaning was observed throughout our visit.

Staff had completed relevant training around infection prevention and control, and this was reflected in their practice and the knowledge they shared with us.

Additional staff were on duty to provide support to anyone who was self-isolating. This was to provide them with additional support and attention. Staff worked in cohorts meaning that they were allocated specific areas of the home. This helped reduce the risks associated with any transmission of infection.

The communal areas around the home had been adapted for the purposes of social distancing. Staff were observed to support people to maintain a safe distance. The service had developed summary support plans (Covid-19) or anticipatory care plans.

We informed Glasgow 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 7.2 Infection prevention and control practices – Very Good

Nightingale House Ayrshire Limited, Cumnock

Nightingale House Ayrshire Limited is a care home registered to provide care to a maximum of 29 older people. Currently 23 people reside there. The provider is Nightingale House Ayrshire Limited.

We carried out an initial inspection of this service on 1 March with Healthcare Improvement Scotland, the findings of which were outlined in our report laid before parliament on 17 March. We returned on the 25 March for a follow up visit and the service was given extra time to meet requirements made.

We completed a further inspection on 8 April and found that infection prevention and control practice had improved but made a requirement about management, leadership and governance. -The findings of this inspection were outlined in the report to parliament on 14 April. We carried out a further inspection of the service on 27 and 28 May after which we served an improvement notice on 2 June detailing the improvements required. This was outlined in the report laid before Parliament on 10 June.

We returned to the service on 9 and 15 June to follow up on requirements made in the improvement notice served on the provider on 2 June.

During these visits, we found that some improvements had been made due to the multi-professional support and guidance that was provided, but only to a minimal standard. Other improvements had not been met sufficiently that would reduce the risk of harm to people. We continue to have significant concerns in relation to management and leadership, governance of the service and the lack of progress in relation to mandatory staff training.

Visiting continues to be made in line with Scottish Government Open with Care guidance.

We have informed East Ayrshire health and social care partnership of our findings. We will continue to monitor the service closely with our associated partners.

We will undertake further visits to monitor progress.

Evaluations

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

Headquarters

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

web: www.careinspectorate.com

email: enquiries@careinspectorate.com

telephone: 0345 600 9527