



# Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 4 August 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 21 July 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 (QI) for key question 7 are:

QI 7.1: People's health and wellbeing are supported and safeguarded during the Covid-19 pandemic

QI 7.2: Infection control practices support a safe environment for both people experiencing care and staff

QI 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.

We may also inspect services against other key questions and associated quality indicators (QIs) from our quality frameworks for care homes for adults and older people. These are:

Key question 1: How well do we support people's wellbeing

QI 1.1: People experience compassion, dignity and respect

QI 1.2: People get the most out of life

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

QI 1.4: People are getting the right service for them

Key question 2: How good is our leadership?

QI 2.1: Vision and values positively inform practice

QI 2.2: Quality assurance and improvement is led well

QI 2.3: Leaders collaborate to support people

QI 2.4: Staff are led well

Key question 3: How good is our staff team?

QI 3.1: Staff have been recruited well

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

QI 3.3: Staffing levels are right, and staff work well together

Key question 4: How good is our setting?

QI 4.1: People experience high quality facilities

QI 4.2: The setting promotes people's independence

QI 4.3: People can be connected and involved in the wider community

Key question 5: How well is our care and support planned?

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

QI 5.2: Carers, friends and family members are encouraged to be involved

If we inspect against these additional key questions, we will indicate the overall evaluation for each key question and quality indicator.

## Drummohr Nursing Home, Musselburgh

Drummohr Nursing Home is registered to provide care to 60 older people. The provider is HC-One.

We carried out an initial inspection of the service on 29 May 2020 with Healthcare Improvement Scotland and NHS Lothian, the findings of which were outlined in the report laid before Parliament on 10 June 2020. We made further visits to the service on 30 April and 24 May, the findings of which were outlined in the reports laid before Parliament on 12 May and 9 June

We inspected the home on 7 and 16 July to follow up on the improvements that we required in relation to infection prevention and control.

The home had made the required improvements. The cleanliness and condition of the care environment and care equipment had improved. People had benefited from aspects of their home being redecorated and a plan was in place for the longer-term refurbishment of the environment.

Enhanced cleaning was better organised, and stocks of personal protective equipment (PPE) were plentiful and available for use throughout the home. Staff had received up-to-date training in infection prevention and control, and monitoring of staff practice was in place to ensure learning from the training was implemented.

Care plans contained current information about individuals' health and wellbeing needs. Opportunities should be improved for people to be involved in directing their own care and support in anticipation of changes in health.

People were supported mainly by staff who were familiar with their choices, routines and preferences although due to vacancies, agency staff were also working in the home. People were benefiting from seeing family and friends again, relatives were informed about the Scottish Government Open with Care guidance and confirmed that the home was promoting those principles.

To ensure improvements made are sustained, the provider should ensure that quality assurance processes effectively drive change and improvement where necessary.

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

We reviewed our evaluation under quality indicator (QI) 7.2 for this care home, based on our findings at this inspection.

### Evaluations

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.

## Fairknowe, Maybole

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

We carried out an inspection on 3 February with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before Parliament on 17 February. We completed a further inspection of the home on 17 March, the findings of which were laid before Parliament on 31 March.

We carried out an inspection of the home on 12 July.

We found that PPE and staff infection prevention and control practices were good. Cleanliness was mostly maintained but we highlighted some areas where this could be improved. This was addressed during the inspection.

While most staff treated people with dignity and respect, there were aspects of support that were less respectful and needed to improve.

On the days we inspected, staffing levels were such that people were not always able to access staff support easily.

We saw residents in lounge areas without staff support for extended periods and there was no means for residents to summon assistance when in communal areas. The service must ensure that observation is in place and people can call for staff assistance at all times. When activities took place, these were interrupted as staff had to attend to visitors. This was disruptive to people and meant a potential for poor outcomes.

Medication management needed to be strengthened.

The staffing numbers were not consistent each day, and the service relied on agency staff. Recruitment was underway for several positions.

While the home was supporting visiting and implemented Scottish Government Open with Care guidance, they were only supporting minimum level of contact. This needed to improve to support meaningful contact and promote wellbeing. This needed to progress in a timely manner to ensure people have good contact with family and friends.

We will undertake a further inspection to monitor progress and follow up on the improvements required.

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

### Evaluations

Key question 1: How well do we support people's wellbeing? - Weak

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 - Weak

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 – Adequate.

## **Leggart Terrace Service, Aberdeen**

Leggart Terrace Service is a care home registered to provide care to eight adults. The provider is The Richmond Fellowship Scotland.

We carried out an inspection of the service on 7 May, the findings of which were outlined in the report laid before Parliament on 27 May.

We inspected the home on 14 July to follow up on the improvements that were required.

A new leadership team had been appointed that had implemented quality assurance and audit systems. The staff had all had refresher training in basic standards. They had also had specific development in adult protection and positive behavioural support which had led to a greater understanding of how to support people in a safe and therapeutic manner. This was expected to be maintained through a supervision and development process that was in operation.

When we visited on 14 July, we saw much improved practice in infection prevention and control and a clean environment. A substantial amount of repair and maintenance had taken place and more was planned.

We found a settled leadership team that was implementing clear guidance and procedures and monitoring the results to embed consistent good practice and standards.

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

This was a follow-up inspection.

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

### **Evaluations**

Key question 2: How good is our leadership? – Adequate

QI 2.2 Quality assurance and improvement is led well – Adequate

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

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate.

## Southside Care Home, Inverness

Southside Care Home is registered to provide care to 33 older people. The provider is Southside Nursing Home Limited.

We carried out an unannounced inspection of this service between 12 and 21 July. Due to our findings we issued an improvement notice on 21 July and an emergency condition notice on 23 July.

While staff were caring, there were not enough staff on duty to meet people's needs. Staff had not received the appropriate training to enable them to keep people safe. Care plans did not include the right information to ensure residents' health, safety and wellbeing needs were met. This resulted in poor experiences and outcomes for people. The provider must not admit any new residents to the service until the quality of care has improved. We have issued the emergency conditions notice to ensure this does not happen.

Staff were supporting residents to stay in touch with family and friends. However, Scottish Government Open with Care guidance was not being implemented fully to ensure privacy for visits. The service must improve visiting experiences for people and implement guidance fully.

While the home was clean and tidy, there were not enough housekeeping hours to support cleaning. Care staff were required to complete cleaning tasks. This had a negative impact on people's care and placed care staff under increased pressure.

Staff had ready access to PPE and there were enough bins to support the safe disposal of used PPE. There was enough hand sanitiser to support good hand hygiene. Clinical waste and linen were managed in line with guidance.

We informed NHS Highland of our concerns. They are providing support to the home.

The service must make improvements by 1 September. We will closely monitor the service during this time.

### Evaluations

Key question 1: How well do we support people's wellbeing? - Unsatisfactory

QI 1.1 People experience compassion, dignity and respect - Unsatisfactory

QI 1.2 People get the most out of life - Weak

QI 1.3 People's health benefits from their care and support - Unsatisfactory

Key question 2: How good is our leadership? - Unsatisfactory

QI 2.2 Quality assurance and improvement is led well - Unsatisfactory

Key question 3: How good is our staff team? - Unsatisfactory

QI 3.2 Staff knowledge, competence and development - Unsatisfactory

QI 3.3 Staffing levels are right, and staff work well together - Unsatisfactory

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.

## **Beechmount, Johnstone**

Beechmount is a care home registered to provide care for eight adults with learning disabilities. The provider is Voyage 1 Limited.

We carried out inspections on 26 and 27 October and 15 December, the findings of which were outlined in our reports that were laid before parliament on 11 November and 23 December respectively.

We carried out an inspection of the home on 16 July.

There were enough staff to meet people's needs. People were cared for by staff who knew them well. We saw warm and respectful interactions between staff and people experiencing care. People enjoyed visitors in line with Scottish Government Open with Care guidance. Relatives were highly satisfied with the care of their loved ones.

Staff were flexible and responsive to changes in people's support needs and sought advice for people from a range of healthcare professionals.

People were supported to remain active and take part in a range of both group and one-to-one activities. The provider should actively identify community activities that people could be involved in. This should be in line with Scottish Government Open with Care guidance.

The care home was homely. Some minor areas needed attention.

Laundry and clinical waste were managed in line with guidance. There was a good supply of PPE and staff were seen to use and dispose of it appropriately. Everyone had ready access to hand sanitiser and good hand washing was promoted. Staff had a good understanding about infection prevention and control. Audits and checks helped ensure safe practice.

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

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Good

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

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

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good.

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

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

We inspected the service on the 19 and 25 March, the findings of which were laid before Parliament on 3 March and 14 April.

We carried out an inspection of the home between 13 and 15 July.

We found that people were being cared for by staff who knew them well and were knowledgeable about their needs and preferences. People were relaxed and comfortable at the home and we observed that staff were caring and attentive towards them.

People were supported to remain active by taking part in a range of activities. We saw some residents were walking in the grounds or sitting in the garden during our visit. Families were encouraged to visit in line with Scottish Government Open with Care guidance and the home facilitated indoor and outdoor visiting.

The quality of information in people's care plans had improved and there was sufficient detail to inform staff practice and ensure people were receiving the right care. Medication administration recording had also improved, and links with health professionals supported the provision of good care and support to people.

Staffing levels were sufficient to meet people's care and wellbeing needs and a new management team was making improvements at the home including developing outdoor space and upgrading people's bedrooms.

The home was clean, tidy and well ventilated however, we noted that some furniture needed to be replaced to improve infection prevention and control. New furniture had been ordered and we await confirmation of delivery.

Infection prevention and control measures and enhanced cleaning regimes were in place and there was a sufficient supply of PPE, which was stored safely and could be easily accessed by staff.

Staff had received training in infection prevention and control, awareness of Covid-19 and how to use and dispose of PPE safely.

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

### **Evaluations**

Key question 1: How well do we support people's wellbeing? - Good

QI 1.1 People experience compassion, dignity and respect – Very 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

Key question 2: How good is our leadership? - Good

QI 2.2 Quality assurance and improvement is led well – Good

Key question 3: How good is our staff team? - Good

QI 3.2 Staff knowledge, competence and development – Good

Key question 4: How good is our setting? - Good

QI 4.1 People experience high quality facilities – Good

Key question 5: How well is our care and support planned? - Good

QI 5.1 Assessment and care planning – Good

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

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good.

## **Lunan Court, Arbroath**

Lunan Court is a care home registered to provide care to a maximum of 44 older adults. The provider is HC-One.

We carried out an inspection of the service between 13 and 15 July.

We observed respectful and compassionate interactions between people living in the service and staff. Care staff were familiar with people's care and support needs and had created a warm and relaxed atmosphere within the service.

We identified some areas of improvement regarding care and support plans however, the manager of the service addressed these issues immediately and put in place additional measures to ensure that standards were improved. Support plans evidenced the link to external health professionals to guide support to people when this was required.

Staffing levels were sufficient to meet people's care and wellbeing needs, and the service was actively recruiting additional staff.

Families were being supported to visit in line with Scottish Government Open with Care guidance and were enjoying indoor, garden and community visits.

Aspects of the environment needed refurbishment to support good infection prevention and control standards. The manager and regional manager acted quickly during our inspection to ensure that the most urgent works were progressed immediately and an action plan was put in place for remaining works.

We found that PPE supplies were good and that staff had received training about Covid-19 and infection prevention and control practices. Information posters were situated throughout the home, and staff understood their responsibilities.

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

We will undertake a further visit to monitor progress.

## Evaluations

Key question 1: How well do we support people's wellbeing? - Good

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

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.

## Redford Nursing Home, Ayr

Redford Nursing Home is registered to provide care for 35 people. It is based in Ayr. The provider is Redford Nursing Home.

We started our inspection on 13 July. During the inspection, we identified serious concerns about the care people were receiving. This related to infection prevention and control and the availability and safe management of hot water. As a result, we issued a letter of serious concern.

We informed South Ayrshire health and social care partnership and the director of nursing and provided them with a copy of the letter of serious concern to enable them to support the service. We signposted the service to resources and good practice to support improvement.

We returned to the service on 16 July and 19 July to follow up on the required improvements and found that satisfactory action had been taken to address the concerns identified.

The environment was clean, PPE management had improved, and steps had been taken to address the safe management of hot water.

There is a need for continued investment in the premises to ensure people benefit from high-quality facilities throughout and the provider was committed to implementing an environmental development plan.

We found that people experiencing care were being supported by a knowledgeable and caring team of staff who were familiar with their needs. Staff sought advice from external healthcare professionals promptly where needed and residents had been supported to maintain relationships with people who were important to them. Visiting was in line with the Scottish Government Open with Care guidance.

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

We will undertake a further visit to monitor progress.

## Evaluations

Key question 1: How well do we support people's wellbeing? - Good

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

Key question 4: How good is our setting? - Adequate

QI 4.1 People experience high quality facilities – Adequate

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 – Adequate.

## **Riverside Nursing Home, Aberdeen**

Riverside Nursing Home is registered to provide care and support to 42 adults. The provider is Craigard Care Ltd.

We carried out an inspection of the service on 13 and 14 July 2021.

A new leadership team had recently started at the service. They were working hard to make improvements.

The home was generally clean and tidy, with appropriate cleaning routines and schedules in place. Some care equipment required minor repairs, and this was completed by day two of our inspection.

Staffing levels were sufficient to meet people's care and support needs and staff were respectful in their interactions, engaging with people in a warm and friendly way. There were not enough activities to provide people with meaningful engagement, some people were left sitting for long periods of time in their bedrooms alone without encouragement for movement.

People accessed sufficient fluid and nutrition, however an improvement in people's mealtime experiences was required.

People and their representatives were not always involved in decision making about care and support. Staff were not clear about whether people had capacity to make decisions, and essential legal documentation was absent from personal plans.

Personal plans were not in a good order. Recording of information was not person-centred and we found some out-of-date information. The provider had begun transferring information to a more suitable format and training staff on effective completion of documentation.

Further work was required around assessment and management of skin integrity and falls to ensure that people received the appropriate support.

PPE supplies were sufficient to meet demand and staff demonstrated good knowledge on the appropriate use of PPE. Most staff had completed Covid-19 and infection management and control training.

Visiting was being progressed in line with Scottish Government Open with Care guidance.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Adequate

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

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 – Adequate.

## **Rosepark Care Home, Uddingston**

Rosepark Care Home is registered to provide care to 60 older people. The provider is Renaissance Care (No 8) Limited.

We inspected the service on 21 July 2020 with Health Improvement Scotland, the findings of which were laid before Parliament on 5 August 2020.

We carried out an inspection of the care home on 12 and 13 July 2021.

Families were being supported to visit in line with Scottish Government Open with Care guidance.

The level of cleanliness in the home was satisfactory. There was sufficient PPE available. Staff practice regarding hand hygiene needed to be improved. The provider needed to improve quality assurance and governance of practice to ensure standards of practice are monitored and maintained.

The principles of choice, dignity and respect were not being fully promoted within the home.

Personal plans did not fully reflect individuals' health and care needs. Risks for individuals regarding weight loss, falls and skin integrity were poorly managed.

Quality assurance and monitoring of service provision required improvement. Some processes were in place but these were incomplete or had not identified concerns

highlighted during our inspection. There was a lack of robust governance and quality assurance from management.

There were vacancies within the nursing and care teams. This impacted on the capacity of the service to meet people's health and care needs.

The management team was developing an action plan to address concerns identified during our inspection.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Weak

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's health benefits from their care and support - Weak

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

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Weak.

## **Redmill Nursing Home, Bathgate**

Redmill Nursing Home is registered to provide care to 68 older people. The provider is HC-One Limited.

We carried out an initial inspection of the service with Healthcare Improvement Scotland and a representative from NHS Lothian between 21 and 28 October 2020, the findings of which were outlined in the report laid before Parliament on 11 November. We completed a further inspection of the home on 19 November with Healthcare Improvement Scotland and NHS Lothian and outlined our findings in the report laid before Parliament on 12 December. We carried out a further inspection of the service on 21 January 2021 with Healthcare Improvement Scotland, the findings were outlined in the report laid before Parliament on 3 February. We inspected the service on 24 May to follow up on improvements that were required. The findings were outlined in the report laid before Parliament on 10 June.

We inspected the service on 14 July. We found that improvements had been made.

People continued to be well supported to maintain contact with family and relatives, in line with Scottish Government Open with Care guidance. The manager had introduced a visiting co-ordinator role to help support visiting.

We observed kind interactions between staff and residents.

A training programme was in place and most staff had completed training in infection prevention and control, Covid-19, palliative care, and food and nutrition. The provider had developed a competency framework to assess staff skills and knowledge and enhance their practice.

The mealtime experiences were improved. Staff supported people to eat and drink and people could help themselves to drinks and snacks.

We found good progress in the implementation of infection prevention and control practice, which had been maintained since our last inspection.

A new leadership team had recently been appointed and staff were positive about the impact of this change and improvements that had already been made.

We informed West Lothian health and social care partnership of our findings.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Adequate

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

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 – Adequate.

## **Earlsferry House Care Home, Leven**

Earlsferry House Care Home is registered to provide care to 26 older adults. The provider is Earlsferry House Care Ltd.

We carried out an initial inspection of the service on 30 May 2021. We returned to the service on 2 June to follow up on improvements required, and the findings of this inspection were outlined in the report laid before parliament on 9 June 2021.

We carried out an inspection of the home on 15 July.

We found good progress had been made in relation to infection prevention and control. Care equipment was clean, and the home was clean and clear of clutter. Catering areas within the home were clean and well maintained. Quality assurance of cleaning processes had improved, and staff were aware of their roles and responsibilities.

PPE was being disposed of correctly and pedal bins were clean. Staff were performing hand hygiene between tasks and between resident contacts. Staff were observed to perform hand hygiene when moving between different areas of the home.

Visiting arrangements had improved with the full implementation of Scottish Government Open with Care guidance. We observed people receiving visits both inside and outside during our inspection. Indoor visiting by family members was well managed and family members could visit without limit of time. Feedback from families was positive.

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.

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

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

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Adequate

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

Key question 5: How well is our care and support planned? - Adequate

QI 5.2 Carers, friends and family members are encouraged to be involved - Adequate

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.

## **Linlithgow Care Home, Linlithgow**

Linlithgow Care Home is a care home registered to provide care to 80 older people. The provider is HC–One Limited.

We carried out a visit to the home on 15 July 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's infection prevention and control practice.

Staff worked well together and supported each other. Staff were kind and respectful towards people experiencing care. People benefitted from well organised indoor visiting in line with Scottish Government Open with Care guidance. People appeared well cared for and there was a calm atmosphere.

The home was clean, and enhanced cleaning was well organised for touch points and communal areas. Staff used PPE appropriately. The supply of nitrile gloves and alcohol-based hand rub could be more readily available.

Audits could also be improved if actions were clearly identified in relation to the cleanliness of some mattresses, furnishings and fittings. Not all shared moving and

assisting equipment was routinely cleaned following use. The service responded positively to the areas of improvement that we identified and resolved these immediately.

All staff had recently completed training about Covid-19 and infection prevention and control. There were enough staff available to meet people's needs.

We informed West Lothian health and social care partnership of our findings.

## **Evaluations**

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.

## **Cooriedoon Care Home, Isle of Arran**

Cooriedoon Care Home is registered for 28 older people. The provider is Cooriedoon Ltd.

We carried out an inspection of the care home on 14,15 and 16 July.

People were supported by staff who were familiar with their choices, routines, and preferences.

People's personal plans and assessments were out of date and did not reflect the care and support people needed. Daily recording and paperwork had significant gaps.

The service needed to improve links with other health professionals to support people's care. The service lacked governance and clinical oversight through quality assurance, which was preventing a proactive approach.

There was a need to improve the availability and range of meaningful activity in the home. Indoor visiting was limited and not in line with Scottish Government Open with Care guidance. The service must improve this.

The service has experienced some challenges over the last year and changes had been made in the management team. However, management oversight was limited. Quality assurance and governance processes were not robust and this needed to improve to ensure that issues were identified early and correct improvement action taken.

The provider had provided limited training in infection prevention and control. This meant that staff did not have up-to-date knowledge in the use of PPE and cleaning that they required. Stocks of PPE were good however, staff were unclear on its use and this included safe disposal of PPE. Enhanced cleaning and cleaning schedules needed to be improved and be in line with guidance.

The home environment and furnishings looked clean. However, on closer inspection we identified deep cleaning was required in bedroom areas to reduce the risk of infection.

The laundry area needed refurbished and access arrangements improved to prevent cross contamination. We observed laundry management practices that put people at risk and correct thermal washing temperatures needed to be addressed and be in line with guidance.

Social distancing was well managed for residents, but not by staff. The staff changing area needed urgent attention and was not fit for purpose.

There were enough care staff during the inspection, but the daily oversight and development of staff needed to improve to promote consistency in care standards and ensure people's needs were met. Staff were compassionate and kind in their interactions. However, we saw a number of missed opportunities that meant people did not receive support when needed. Staff were responsive during the inspection and were keen to make improvements.

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

We will carry out a further inspection to ensure improvements have been made.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Adequate

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

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

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak.

## **South Lodge, Ayr**

South Lodge is a care home registered to provide care to 39 older people. This includes five places for respite/short breaks for adults 45 years and above.

The service is provided by South Ayrshire council.

We carried out an inspection from 19 July to 21 July.

We found people were supported by a care team who interacted with kindness.

People benefited from the friendly atmosphere and there was access to pleasant patio and garden areas. Visiting was taking place in keeping with Scottish Government Open with Care guidance.

Improvement was needed in how staff monitor people for changes to their health and wellbeing to ensure the correct support is put in place for them. Personal plans needed development to ensure care was assessed and agreed so staff could ensure people's health and care needs were met.

We observed good practice in staff wearing PPE and carrying out hand hygiene. Staff were aware of social distancing measures. The premises were clean. The laundry and staff kitchen needed upgrading so surfaces could be cleaned effectively and help prevent cross contamination.

Overall, staffing arrangements were adequate to provide safe care. However, this was not sufficient to support everyone with person-centred care to meet their preferences. We provided guidance on how changes to staff routines and deployment would support improvement in staff working in a person-centred way.

People spoke positively about how they were supported.

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

We will undertake a further visit to monitor improvements.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Adequate

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

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 – Adequate.

## **Balhousie Clement Park, Dundee**

Balhousie Clement Park is a care home registered to provide care to 49 older people. The provider is Balhousie Care Ltd.

We carried out an inspection on 20 and 21 July. The service was progressing with implementing Scottish Government Open with Care guidance and indoor visits were taking place. Feedback from families was generally positive.

Interaction between staff and residents were mainly based around care tasks. People did not have sufficient opportunities available to be supported to have meaningful, physically, and socially active lives.

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. Enhanced cleaning schedules were in place. Effective laundry management ensured infection control measures were applied consistently. PPE supplies were good and readily accessible throughout the home.

The staffing arrangements were adequate to meet the physical and health care needs of the people receiving care in the service. Staff had received training and were knowledgeable about Covid-19 and infection prevention and control.

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

We will undertake a further visit to ensure improvements have been put in place.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Weak

QI 1.1 People experience compassion, dignity and respect – Adequate

QI 1.2 People get the most out of life – Weak

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

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

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Adequate.

## **Balhousie Pitlochry Care Home, Pitlochry**

Balhousie Pitlochry Care Home is registered to provide care to 50 older people. The provider is Advanced Specialist Care Limited, which is part of the Balhousie Care Group.

We carried out an unannounced inspection of the care home on 20 and 21 July.

We observed warm and caring interactions between staff and people living in the home. Staff were available in sufficient numbers to meet people's needs. However, contingency arrangements to ensure any shortfalls in staffing required improvement.

Staff were proactive in the management of people's health needs and sought support from external health professionals. Information within personal plans guided staff practice, and their content provided evidence that people were being supported with the things that were important to them.

People living at the service needed better support to get the most out of life. Activities were provided, however during our inspection we observed that people spent long periods with little meaningful activity.

Relatives provided positive feedback about the care of their family members. People had been encouraged and supported to keep in touch with their families, and visits were taking place in line with Scottish Government Open with Care guidance.

Good quality assurance systems for infection, prevention and control ensured that people were kept safe. Staff had access to appropriate supplies of PPE, which was used effectively.

The home was free from clutter. Enhanced cleaning schedules were in place and staff were aware of infection prevention and control practice. The home managed laundry and clinical waste in line with guidance.

Staff were supported by a visible management team and morale was good.

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

## **Evaluations**

Key question 1: How well do we support people's wellbeing? – Adequate

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

Key question 3: How good is our staff team? – Adequate

QI 3.3 Staffing levels are right, and staff work well together? - Adequate

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

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good.

## **Fairview Nursing Home, Stirling**

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

We carried out an inspection on 18 August 2020 with Healthcare Improvement Scotland. We made a further visit to the service on the 19 November 2020 and 15 March 2021. The findings of these inspections were laid before parliament on 2 September, 9 December 2020 and 31 March 2021 respectively.

We carried out an inspection of the home on 20 and 21 July.

During the inspection, we identified concerns with people's health and wellbeing, staffing arrangements, and with the leadership of the care home.

We observed kind and caring interactions between staff and residents. Family members were generally positive about the quality of care and visiting was taking place in line with Scottish Government Open with Care Guidance. The care home had links with external professionals to support people's health needs.

Staff needed more training and guidance to support people living with dementia who experience stress and distress, and we were concerned about the high number of falls people experienced and how the service was responding to these.

The staffing arrangements did not always fully meet the needs of people experiencing care in the service. The provider must ensure there are sufficient permanent staff to support good outcomes for people with consistent care. The management team needed to improve the day-to-day oversight of the service, particularly in relation to clinical governance.

Although the home was clean and tidy, the arrangements for deploying domestic staff meant that care staff were also carrying out general cleaning, which reduced their availability to provide care to people. Communal areas around the home were adapted to promote social distancing and PPE supplies were readily available and stored appropriately. The environment needed refurbishment to improve the experience of people living in the care home, particularly for people living with dementia.

The provider was responsive to our findings and developed a robust plan to improve staffing levels and management arrangements for the service.

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

We will undertake a further visit to monitor progress and follow up on the improvements required.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? – Weak.

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 – Weak

Key question 2: How good is our leadership? – Weak

QI 2.2 Quality assurance and improvement is led well – Weak

Key question 4: How good is our setting? – Adequate

QI 4.1 People experience high quality facilities – Adequate.

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

QI 7.2 Infection Control Practices – Good

QI 7.3 Staffing arrangements – Weak.

## **Glasgow Drug Crisis Centre (Turning Point), Glasgow**

Glasgow Drug Crisis Centre is a care home registered to provide care for 12 people. The provider is Turning Point Scotland.

We completed an inspection of the home on 22 and 23 July.

We observed kind and caring interactions between staff and residents. Staff were proactive in the management of people's health needs and sought support from health partners where appropriate.

Information within personal plans guided staff to deliver person-centred care and evidenced that people were being supported with their recovery. This included the way people wished to be supported, their routines and the activities they participated in.

Staff were available in sufficient numbers to meet people's needs.

People provided very favourable feedback about their care. Indoor visiting was being facilitated in line with Scottish Government Open with Care guidance.

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

There were sufficient supplies of PPE and staff were using this appropriately. Enhanced cleaning schedules were in place and 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 morale was good, and staff felt supported by the management team.

We shared our findings with Glasgow City health and social care partnership.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Good

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 – Very Good

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

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good.

## **Singleton Park Care Home, Lockerbie**

Singleton Park Care Home is registered to provide care to 45 older people. The provider is Singleton Park Limited.

We carried out a Covid-19 inspection on 11 August 2020, the findings of which were outlined in the report laid before parliament on 19 August. We completed further visits to the home on 2 September and 21 October to follow up on improvements that were required. We outlined our findings in the report laid before parliament on 28 October.

We completed an inspection of the home on 20 and 21 July 2021.

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

The service had links to health professionals and the community nurse team visited the home daily to support people living in the home.

Personal plans required to be reviewed to ensure they were person centred and clearly identified people's needs to guide the care that staff deliver. The development of anticipatory care plans had started, and these should be developed for all residents to inform staff of people's wishes should they become unwell.

The service needs to take action to upgrade the environment, furnishings and equipment. A deep clean of the environment, furnishings and equipment is also required to achieve a standard of cleanliness in line with safe infection prevention and control practices.

Adequate supplies of PPE were available throughout the home however, staff were not always wearing PPE in line with infection prevention and control guidance.

Staff were aware of the national guidance on social distancing but there were times when this was not promoted or maintained.

Observation of staff practice and staff competencies is required to ensure staff have the skills and knowledge to meet the needs of people experiencing care.

The provider requires to improve the management oversight of the home and governance to support better outcomes for people.

Due to significant concerns about the management and leadership of the home, the health and social care partnership were providing management support.

As a result of our findings at this inspection we issued an improvement notice.

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

We will undertake further visits to monitor progress and to ensure improvements required are put in place.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Weak

QI 1.1 People experience compassion, dignity and respect - Adequate

QI 1.2 People get the most out of life - Weak

QI 1.3 People's health benefits from their care and support - Weak

Key question 2: How good is our leadership? - Unsatisfactory

QI 2.2 Quality assurance and improvement is led well - Unsatisfactory

Key question 3: How good is our staff team? - Weak

QI 3.2 Staff knowledge, competence and development - Weak

Key question 4: How good is our setting? - Weak

QI 4.1 People experience high quality facilities - Weak

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

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak.

## **Springhill Care Home, Kilmarnock**

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

We carried out an initial inspection of the service on 4 and 11 September 2020, the findings of which were outlined in the report laid before parliament on 30 September.

We carried out an inspection of the care home on 20 and 21 July 2021.

People were well supported by staff who were familiar with their support needs and choices. We observed kind and compassionate interactions, and people enjoyed meaningful activities of their choice. People should have more opportunities to access the garden.

The feedback from families was positive. People were enjoying visits in their own rooms. The service was planning to further increase visiting arrangements, in line with Scottish Government Open with Care guidance.

Access to external healthcare professionals was good and their advice was acted on. Care plans were person-centred and contained a good level of information to guide the care and support that staff delivered.

The home was tidy and well presented. Living areas were clean and comfortably furnished. Improvements to the décor and sluices were needed to ensure effective cleaning.

We saw improvements in infection prevention and control practices. However, further work was required to ensure shared equipment is cleaned between use, clean linen is stored safely and provide more clinical waste disposal points.

There were enough staff to meet people's needs safely during the inspection. The service had experienced some staff shortages, which had the potential to impact on service delivery, however active recruitment was ongoing.

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

### **Evaluations**

Key question 1: How well do we support people's wellbeing? – Good

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

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.

## **Suncourt Nursing Home, Troon**

Suncourt Nursing Home is registered to provide care to a maximum of 44 older people. The provider is Suncourt Limited.

We carried out an inspection of the service on 20 and 21 July.

People were supported by staff who knew them well and were familiar with their preferences and choices. People had been encouraged and supported to keep in touch with their family and friends. The home had reopened to visiting in line with Scottish Government Open with Care guidance. The feedback from families was positive and reflected that they felt informed and involved in their relatives' care.

There had been limited access to activities in recent months. A new activity organiser had just been appointed.

The home had access to a range of external professionals to support people's health and wellbeing. However, the home was not making timely referrals for specialist health support to meet residents' needs.. There was a system for managing medication but the record-keeping for topical medications such as creams and lotions needed to improve.

The environment was clean, tidy, and free from offensive odours. Cleaning schedules were in place but need to be improved. There were insufficient PPE stations and clinical waste bins throughout the home. Although audits had been carried out, we found contaminated equipment such as mattresses and chairs. The laundry system needs to be improved to ensure there is a clear flow of dirty-to-clean washing.

Staff had undertaken infection prevention and control training. Since the last inspection, staffing levels had been increased. The deployment of staff remains a concern and should be reviewed.

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

We will undertake further visits to monitor progress.

### **Evaluations**

Key question 1: How well do we support people's wellbeing? - Weak

QI 1.1 People experience compassion, dignity and respect - Adequate

QI 1.2 People get the most out of life - Weak

QI 1.3 People's health benefits from their care and support - Weak

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

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate.

## **Tor-Na-Dee Care Home, Aberdeen**

Tor-Na-Dee Care Home is registered to provide care to 74 older people. The provider is Care UK.

We carried out an initial inspection of the service on 25 February, the findings of which were outlined in the report laid before parliament on 4 March.

We completed an inspection of the home on 20 July to follow up on improvements that were required to people's needs at end of life and the care home environment.

Staff had developed their palliative care knowledge and skills, and best-practice guidance was readily available. People and their families had given their views on what they would like to happen in the future, and this was written in an accurate and compassionate manner in care plans.

The environment and equipment were clean. Standards were maintained by regular audits and immediate action was taken when a deficit was discovered.

There was an open culture with all staff, and discussions were held to ensure lessons were learned when mistakes happened.

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

### **Evaluations**

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

## **Abbotsford Care, Newburgh, Cupar**

Abbotsford Care, Newburgh is a care home registered to provide care for 28 older people and 12 younger adults. The provider is Abbotsford Care (Glenrothes) Limited.

We carried out an inspection of this service on 21 July and issued a letter of serious concern outlining improvements that were required. We carried out a further visit to the service on 25 July to follow up on these improvements.

People were being supported in a caring and compassionate way by staff who were familiar with their needs and preferences. People spoke positively about staff. There were enough staff to meet the needs of the people receiving care.

People were supported to keep in touch with family and friends and to have indoor and garden visits. The service needed to increase the frequency, duration and number of people on visits, in line with the Scottish Government Open with Care guidance. People were enjoying activities in the garden and were supported to go out.

Cleaning regimes were in place, but these were not sufficient to ensure all equipment, furniture and areas were cleaned effectively. Some areas of the environment needed refurbishment to ensure surfaces were easily cleaned to reduce risks of cross infection.

There were sufficient supplies of PPE and staff used this appropriately. PPE stations were well stocked. PPE was not always disposed of correctly and outside clinical waste bins were not secured.

Practice around laundry and waste management was not in line with good practice guidance for care homes. The laundry required reorganisation to reduce the potential for cross contamination.

Improvements are needed to the oversight of the home to ensure that safe and appropriate standards are met and maintained. Improvement is required in quality assurance and governance arrangements.

On our return to the service, we found that good progress had been made with regards to infection prevention and control. The laundry area had been decluttered, cleaned and reorganised to provide safe systems of work. PPE was being disposed of correctly and outside clinical waste bins were secure. A number of items of furniture and equipment had been repaired or replaced, enabling cleaning to take place effectively. An ongoing maintenance programme is in place to address additional areas of concern.

We will return to the service to monitor progress.

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

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Adequate

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

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

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

## **Bearehill Care Home, Brechin**

Bearehill Care Home is registered to provide care to a maximum of 49 older adults. The provider is Bearehill Care Limited, which is a member of the Belsize Group.

We carried out an inspection of the service on 15 and 16 June, the findings of which were outlined in our report laid before parliament on 7 July. We carried out a further inspection on 21 and 22 July to follow up on improvements required.

Although some activities were in progress during our visit, we found that there were insufficient staff to support people with meaningful days. The service had committed to ensuring that additional staff would be recruited to support this.

Improvements had been made to visiting arrangements, and the service was supporting contact with relatives in line with Scottish Government Open with Care guidance.

We found delays in people receiving their medication and failures in the recording of prescribed topical medications. Staff time was not protected during medication rounds, which increased risks of mistakes or omissions. Senior managers were actively recruiting additional staff to support improvements. The recording or wound management and monitoring of skin integrity need to improve to ensure people were receiving the correct support.

The service had completed an environmental audit of planned improvements to the service and was in the process of finalising timescales for proposed works.

Improvements were required around management of infection control audits however, cleaning regimes were in place and improvements had been made.

Staff supervision policies and protocols were in place however, supervision had not begun. At the time of our inspection, a new manager had been recruited and was expected to start in approximately eight weeks. A temporary manager had been arranged to support the service until the new manager was in post.

The management team had progressed work on their action plan to address concerns identified following inspections. Work had been delayed due to changes of management during this period. There was a need to improve governance and quality assurance within the service to ensure standards are monitored, any issues identified, and the correct action taken to address these by the service.

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

We will undertake a further visit to monitor progress.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Weak

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's health benefits from their care and support - Weak

Key question 2: How good is our leadership? - Weak

QI 2.2: Quality assurance and improvement is led well - Weak

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

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Weak.

## Bonnyholm Gardens Care Home, Glasgow

Bonnyholm Gardens Care Home is registered to care for 61 older people. The provider is JSL Care.

We inspected the service on 14 April, the findings of which were laid before Parliament on 28 April.

We carried out an inspection of the service on 21, 22 and 23 July.

We observed kind and compassionate interactions between staff and people experiencing care. Feedback from relatives was positive. People were enjoying indoor and outdoor visiting in line with Scottish Government Open with Care Guidance.

The information within personal plans did not support effective assessment and care planning of people's health needs. Support from medical professionals was not always sought at the right time or when it was needed. This meant that people's health needs were not always being met and this placed people at risk.

Staff required additional training on how to identify when a person's health is deteriorating. This will ensure proactive approaches to support good outcomes for people.

There were insufficient staff to meet people's health and care needs. Staffing levels, skills mix and the deployment of staff needed to improve to ensure people are responded to when they need it and that appropriate support is in place to keep people safe.

The home was generally clean and tidy, however the cleanliness of some items of care equipment and furnishings required improvement.

The home managed laundry and clinical waste in line with infection prevention and control guidance. There were good supplies of PPE in place, however additional PPE stations and disposal bins were needed.

Quality monitoring and audits of personal planning, staffing arrangements and the environment needed to be better. There was a lack of governance and oversight by management.

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

We will undertake further visits to monitor progress.

### Evaluations

Key question 1: How well do we support people's wellbeing? - Weak

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's health benefits from their care and support - Weak

Key question 2: How good is our leadership? - Weak

QI 2.2 Quality assurance and improvement is led well - Weak

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

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Weak.

## **Meadowvale Care Home, Bathgate**

Meadowvale Care Home is registered to provide care for up to 52 older people. The provider is Meadowvale Care (Bathgate) Limited.

We carried out an inspection on 23 November 2020 with an NHS Lothian representative. We made a further visit to the service on the 28 January, 2 and 5 February 2021. Following a complaint about the service, we carried out an inspection to review the improvements needed between 19 and 26 April. The findings of these visits were laid before parliament on 23 December 2020, 17 February and 12 May 2021.

We carried out an inspection of the care home on 21 and 22 July 2021.

People were cared for by staff who were familiar with their needs and preferences. Interactions between staff and people were warm and caring. Relatives spoke positively about the care their family members experienced. Visiting was supported in line with Scottish Government Open with Care guidance.

Meaningful activity for people needed to be improved, both for individuals and in small groups, to ensure that people can participate and be involved.

Staff were responsive to people's changing health needs, and they made use of external professional services appropriately. People were well cared for although personal plans should be improved to consistently reflect people's health and wellbeing needs and preferences.

Although people generally had the right level of support, the service needed to carry out further work to ensure that the right number and skills mix of staff was consistently available in the evenings and overnight. Quality assurance systems and processes had been introduced by the new management team to ensure good outcomes for people.

We identified concerns about cleanliness within the care home. Infection prevention and control measures had not been maintained; some mattresses needed to be changed, there was insufficient PPE readily available to staff, and there were inadequate arrangements for PPE disposal. The cleaning of equipment after use needed to improve to reduce the risk of cross infection.

We informed West Lothian health and social care partnership of our findings.

We will undertake a further visit to monitor progress.

## **Evaluations**

Key question 1: How well do we support people's wellbeing? – Adequate

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 – Adequate

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

QI 7.2 Infection prevention and control practices are safe for people experiencing care and staff – Weak

QI 7.3 leadership and staffing arrangements are responsive to the changing needs of people experiencing care – Adequate.

## **Muirpark, Uddingston**

Muirpark is a care home registered to provide care to 21 older people. The provider is North Lanarkshire council.

We carried out an unannounced visit to the care home on 21 July 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's infection prevention and control practice.

People were supported to maintain contact with relatives and friends. Visiting was in line with guidance.

There were good procedures in place to support people to self-isolate if necessary. PPE and hand hygiene facilities were readily available to staff and people staying at the care home. Staff used PPE appropriately while supporting people.

The care home was clean and fresh. The spacious surroundings meant that social distancing was achieved without impact on people's choices of where to spend their time.

Domestic staff followed cleaning schedules to ensure that all areas of the home were cleaned daily. Some furnishings, including mattresses required more detailed attention to ensure they were clean. Shared equipment also required more attention. The service took immediate, responsive, action.

The laundry service promoted safe management of linen and clothing. Staff uniforms were laundered on the premises to reduce the spread of infection.

Staffing levels were sufficient to meet people's health and wellbeing needs. People benefitted from staff working well together and spending time with them in a relaxed manner. Staff felt well supported by the management team.

The management team agreed to enhance their oversight of the home's cleanliness and staff practice.

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

## **Evaluations**

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

QI 7.2 Infection prevention and control practices – Good.

## Nightingale House, Paisley

Nightingale House is a care home registered to provide nursing and residential care to 43 older people. The provider is Sterling Care Homes Ltd.

We carried out inspections in the home on 29 April, and 24 June, the findings of which were outlined in the reports laid before parliament on 12 May and 7 July.

We carried out an inspection of the care home on 21, 22 and 24 July to follow up on the improvements required.

Overall, we saw there were sufficient staff on duty to meet the needs of people experiencing care. Some progress had been made in recruiting additional staff. However, we remained concerned about the challenges with staffing. A new manager was in post and the provider was actively recruiting staff.

Care had become task-oriented for an interim period and staff continued to try to take account of people's wishes and preferences. Personal care planning needed to improve to ensure consistency and promote people's health and wellbeing. Medication and wound management had improved. More progress was made during the inspection.

Access to a range of external healthcare professionals continued to help support and benefit people's health.

An activities coordinator supported people to get the most out of life during weekdays. This included increased opportunities to go outdoors, improved mealtime experiences, daily planned activities and increased engagement with staff.

Additional training had been arranged for new and core staff to help provide safe and responsive care. We saw some improvements around knowledge and the application of safe practice, including infection prevention and control.

There was improvement in the overall cleanliness of the environment, however some cleaning activities and the use of products still needed to improve. We observed adequate supplies of PPE were available, and staff generally used it appropriately. There were adequate bins for the safe disposal of PPE.

Management oversight of the service had improved but remained challenging. This required further time to develop robust escalation, communication, quality assurance systems and governance processes.

Environmental improvements continued to be progressed by the provider.

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

We will visit the service to follow up on improvements required.

## Evaluations

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

## **Springfield Bank Nursing Home, Bonnyrigg**

Springfield Bank Nursing Home is registered to provide care to 70 older people. The provider is HC-One.

We carried out an unannounced inspection of the home on 11 February, the findings of which were outlined in the report laid before Parliament on 3 March. We completed an inspection on the 21 and 22 July to review the improvements needed following a complaint investigation and we inspected the service in relation to infection prevention and control and people's welfare.

Improvements about adult support and protection reporting and training had been made. However, improvements to personal planning for people still needed further work. People's plans did not always accurately reflect people's needs. There was contradictory information held within the plans.

Care staff were warm and caring in their interactions but essentially, care was task-focused. There was a lack of meaningful activity for people living in the home.

There were significant nursing and staff vacancies that were being covered by temporary workers. This resulted in a lack of consistent care for people.

Visiting was being coordinated in line with Scottish Government Open with Care guidance, however further work was needed to reflect recent changes to the guidance.

There was a lack of oversight of people's food and nutritional needs.

The home appeared clean and uncluttered. Cleaning was organised in line with infection prevention and control standards. Staff training in infection prevention and control was up to date, however this was not always reflected in practice. Staff did not always carry out hand hygiene appropriately at mealtimes. People in the home were not supported to socially distance in communal areas.

Improvements were needed to the oversight and governance of the home to ensure that safe and appropriate standards are met and maintained.

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

We will undertake further visits to monitor progress.

### **Evaluations**

Key question 1: How well do we support people's wellbeing? - Weak

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's health benefits from their care and support - Weak

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

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

## **Whitehills Care Home, East Kilbride**

Whitehills Care Home is registered to provide care to 106 people. The provider is Thistle Health Care Limited.

We carried out an inspection of the home on 27 May 2020, the findings of which were outlined in our report laid before parliament on 10 June 2020.

We carried out an inspection of the home on 26 and 27 July 2021.

People living in the home benefited from being supported by care staff who were familiar with their care and support needs. Staff treated people with kindness and compassion and there were sufficient nursing and care staff to meet people's needs. The service was improving social stimulation and increasing opportunities for people to engage in meaningful activities, and this should continue to progress. The service also recognised the need to improve the quality of personal plans, anticipatory care planning and monitoring of records.

Visiting arrangements were being progressed in line with Scottish Government Open with Care guidance to enable increased contact. People were also being supported by the staff to maintain contact with family and relatives using technology. The feedback from families was positive. They told us that the service kept them informed of any changes in their relatives' care.

The environment was clean with good practice in place by domestic staff. We found staff to be knowledgeable in use of PPE and all staff had received Covid-19 training. The service had good infection prevention and control procedures in place.

We informed South Lanarkshire health and social care partnership of 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**

Key question 1: How well do we support people's wellbeing? – Adequate

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

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

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Good.

## **Berelands House Care Home Service, Prestwick**

Berelands House Care Home Service is registered to provide care to 63 older people. The provider is Amore (Prestwick) Limited.

We carried out an initial inspection of the service on 30 June and 1 July, the findings were outlined in the report laid before parliament on 21 July.

We carried out an inspection on 27 July to follow up on the improvements we had required in relation to infection prevention and control.

Cleaning and laundry practices had improved with national guidance now being followed. We observed satisfactory cleaning and laundry practices.

Domestic and laundry staff were familiar with the national guidance and reflective accounts were used by management to demonstrate staff knowledge and confidence in this area.

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**

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.

## **Headquarters**

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