

Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 22 July 2020

Introduction

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

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

This report covers inspections we have completed since those detailed in our previous report to parliament of 8 July 2020.

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

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

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

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

The quality indicators for key question 7 are:

- 7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic
- 7.2 Infection control practices support a safe environment for both people experiencing care and staff
- 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.

To meet the tight timescales imposed by the legislation, this report outlines our high-level findings following oral feedback to the provider. In due course and following our normal publication protocols, we will publish for each service outlined in this report, a more detailed, individual inspection report.

Douglas View, Hamilton

Douglas view care home is registered to provide care to 100 older people. The provider is HC-One Limited.

We carried out an unannounced inspection of the care home on 1 July 2020 with representatives from Healthcare Improvement Scotland and NHS Lanarkshire.

The home environment appeared superficially clean, however more deep cleaning was required to reduce the risk of infection. Fittings and furnishings in the care home were tired and worn, making it difficult to clean.

PPE supplies were good and handwashing products and alcohol gel were available throughout the home. Staff understood the importance of effective infection prevention and control, but this was not always evident in practice.

Staff were promoting social distancing and they were attentive, kind and respectful in their interactions. Staffing levels throughout the home were adequate to meet people's needs.

Levels of stress and distress experienced by two residents were having a significant impact on other residents' quality of life. In some areas of the home, more needs to be done to help people to be active and meaningfully engaged. There was no freely accessible safe outdoor space for people.

There was good evidence of the home working closely with community nursing staff and general practitioners. Some people did not have an anticipatory care plan in place, meaning their wishes, and the views of their family/representatives, had not been sought.

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

Fullarton care home, Irvine

Fullarton care home is registered to provide care to 90 older people. The provider is HC- One Oval Limited.

Following our initial inspection of the service on 16 May 2020 and 20 May 2020, which was outlined in the previous report laid before parliament on 24 June, we completed a further visit to the home on 06 July 2020, following up on the requirements made in our letter of serious concern issued on 17 May 2020.

We found that the general cleanliness of the home had improved and a satisfactory standard was being maintained.

Staff had completed training in line with Health Protection Scotland's COVID-19 Information and Guidance for Care Home Settings. We saw that the staff practice reflected an understanding of infection control and protection procedures. This

included the consistent use of PPE, use of social distancing and regular cleaning of equipment and touchpoints in the home.

The management team was effectively using the outcome of dependency assessments to determine staff numbers and skill mix. We saw that there were sufficient staff available to meet the health, welfare and safety needs of people living in the home.

At our previous inspection, we had made a requirement to ensure that the nutritional and hydration needs of all people living in the home were fully met. We saw that the provider had reviewed the timing and management of mealtimes and this had resulted in improved outcomes for people living in the home.

We concluded that the management team had taken appropriate steps to address the requirements identified in the letter of serious concern.

This inspection was not evaluated as it was commenced before our current inspection framework was implemented in June 2020.

Ashwood House, Callander

Ashwood House care home is registered to provide care to 21 older people. The service is operated by Mauricare Ascot Care Limited.

We carried out an unannounced inspection of the care home on 7 July 2020 and 10 July 2020 with a lead infection control nurse from NHS Forth Valley and a senior inspector from Healthcare Improvement Scotland.

We found the home had an unacceptable level of cleanliness and hygiene. Numerous pieces of equipment used to support people living in the home were not clean or in good working order. We had concerns about the safety of one gas appliance and about fire doors and fire exits.

Staff did not have full access to appropriate PPE and there had been no staff training in relation to COVID-19. People were not being supported or encouraged to adhere to physical distancing guidance. We saw that staff were kind and caring when supporting people.

We issued a letter of serious concern to the service during the inspection that detailed the immediate action that the home must take by 10 July 2020. This was in relation to hygiene and cleanliness, infection control and the safety of a gas appliance.

We made a further visit to the home on 10 July 2020, with a lead infection control nurse and a fire safety enforcement officer from the Scottish Fire and Rescue Service, to follow up on the requirements in the serious concern letter. We found that the service had made some limited improvements, but remained at an unacceptable level of performance.

We issued an improvement notice on 16 July 2020 to the provider in relation to equipment and the environment, infection prevention and control, staff training, support plans and quality assurance.

We informed Clackmannanshire and Stirling health and social care partnership of our concerns and they have provided support to the home. We made referrals to the Health and Safety Executive and environmental health in relation to aspects of the environment of the home.

The provider has put in place two external consultants to provide additional support to the home.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

Bridge View House, Dundee

Bridge View care home is registered to provide care to 42 older people. The provider is Tayside Care Limited.

Following an initial inspection of the service on 17 June 2020 and 22 June 2020, which was outlined in the previous report laid before parliament on 24 June 2020, we completed a further visit to the home on 07 July 2020. This visit was to follow up on the requirements made in our letter of serious concern issued on 17 June 2020 and our subsequent inspection report.

We found significant improvements in the cleanliness of the home following its deep clean. We saw that a comprehensive refurbishment programme was underway and expected to be completed by August 2020. Additional domestic staff have been recruited and an all-inclusive cleaning schedule is now in operation.

Improvements were continuing in infection prevention and control and use of PPE. Staff training was ongoing and staff induction to the new policies and procedures was underway. The results of recent internal audits were showing a steady level of continuous improvement. The staff had a greater knowledge social distancing measures and of managing risks associated with the use and disposal of PPE and this was reflected in staff practice.

Staffing levels had improved, which had led to better outcomes for people experiencing care. The staff had more time to spend with people and engage in conversation and activities. A refreshed approach to person centred care planning had commenced. This was incorporating more involvement with residents and their relatives with a focus on their past lives and interests. Monthly reviews had been introduced. The implementation of this new system needs to be developed over the coming months.

Some of the requirements made, such as the requirement in relation to the cleanliness of the home, are now met while others were being progressed satisfactorily. Continuous improvements are needed and were ongoing however, the care and support delivered to the people experiencing care was safe and more planned.

Evaluations

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

Home Farm care home, Portree, Skye

We carried out a further on-site monitoring visits on 7 and 8 July 2020. There is currently an application under Section 65 of the Public Services Reform (Scotland) Act 2010 for cancellation of the service's registration being considered by Inverness Sheriff Court on 21 August 2020. The inspection report will be published on conclusion of the court proceedings.

Abbey Lodge care home, Glasgow

Abbey Lodge care home is registered to provide care to 80 older people. The service is operated by Abbey Healthcare Homes (East Kilbride) Limited.

We carried out an unannounced inspection of the care home on 8 July 2020 and 13 July 2020 with representatives from Healthcare Improvement Scotland and NHS public health.

We found that the people living in the home benefited from having a staff team who knew them well. Interactions we observed were kind and considerate. Involvement of external professionals was ongoing to the benefit of individuals health and well-being.

Activities had been varied with good use of the garden area and application of social distancing principles throughout the home. Various methods were used to enable people to have regular contact with their families. Visits to the home had been re-established in line with the published guidance. We received positive feedback about the service from families during the inspection.

Staff had been provided with relevant training and ongoing update information about infection prevention and control. There was however some confusion about appropriate use of PPE and infection prevention and control measures. Guidance, training and supervision in relation to this should be provided to the staff team to improve standards and achieve consistency.

General cleanliness in the home was a cause for concern, caused in part by insufficient domestic cover. We extended our inspection to allow the provider to address some of the issues around cleanliness. When we returned, a range of actions had been completed and additional staff had been put in place. Further improvements are required in this area to ensure the cleanliness of the service is improved and the risk of infections is reduced.

We informed South Lanarkshire health and social care partnership of our concerns. The provider has implemented a range of additional resources to support the home.

We will carry out a further visit to check improvements have been put in place.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Abbeyfield House Springburn, Glasgow

Abbeyfield House care home is registered to provide care to 20 older people. The provider is Abbeyfield Glasgow Society Limited.

We carried out an unannounced inspection of the care home on 9 July 2020 with support from Public Health and Healthcare Improvement Scotland representatives.

People who live in the home were generally well cared for. They were being supported to remain active, and one-to-one activities were taking place. Families were informed and involved in their loved ones' care. There were adequate staffing numbers to meet people's needs.

The home was clean and well maintained. Cleaning schedules were in place but there was no increased cleaning of frequently touched areas. Products were not clearly labelled to identify that they met current guidance around cleaning and decontamination.

There were some concerns around the use of PPE, and best practice on infection prevention and control was not always followed. We found that staff and the management team were not fully aware of how PPE should be used and disposed of safely. Organisational mandatory training on COVID-19, specific infection prevention and control, and the use of PPE needed to happen.

The communal areas around the home had been adapted for social distancing. We advised staff how to support people to maintain a safe distance.

We found inconsistencies in personal plans, with some that showed improved health outcomes for some people and others that required further work. The service had not developed summary support plans (COVID-19) or anticipatory care plans.

We have placed three requirements on the provider based on our findings, in the areas of care planning, PPE and staff training.

We will undertake a further visit to check that improvements have been made.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Gowrie House nursing home, Kirkcaldy

Gowrie house nursing home is registered to provide care to 60 older people. The provider is Roseguard Properties Limited, which is a member of the Four Seasons Health Care Group. The service is in administration and currently managed by Belsize Healthcare (Scotland) Ltd, which has been appointed by the administrator.

We carried out an unannounced inspection of the service on 8 July 2020.

We identified significant concerns relating to the cleanliness of the environment, proper use of PPE, social distancing, infection prevention and control practices and staff knowledge, training and awareness of COVID-19.

We issued a serious concern letter to the provider on 8 July 2020 that detailed the immediate action that the home must take. We informed the health and social care partnership in order for them to support ongoing changes to practice.

We visited the home on 10 July 2020 to follow up on the serious concerns.

We found that there had been significant progress made by the provider to address the concerns in relation to staff practice and the correct wearing of PPE. We also found progress in social distancing to minimise the risk of cross infection of staff and residents and some progress in the overall cleanliness of the building.

However, there remained areas of the building that still required further attention, and our requirement about cleanliness of the building will remain in place.

We will return to the home to ensure that immediate improvements are put in place.

We have informed the health and social care partnership, which will provide support to the service.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

Queensberry care home, Sanquhar

Queensberry care home is registered to provide care to 44 older people. The provider is Harvey's Healthcare Ltd.

We carried out an unannounced inspection of the care home on 8 July 2020 with a senior infection prevention and control nurse from NHS Dumfries and Galloway.

We found people were supported by a consistent team of carers, who interacted with them with kindness. Overall, the premises were clean but there were weaknesses to the flow of laundry and some items of equipment were not clean.

Although there were enough members of care staff, there was a lack of cleaning, laundry and maintenance staff. This meant that at times, practices left people at risk from the spread of infection.

We observed good practice in staff wearing PPE and posters were on display to remind staff of correct procedures for putting it on and taking it off. Staff were aware of social distancing measures and people cared for at the service were remaining in their rooms most of the time. People who wanted to, could safely use space in the large lounge or external garden areas.

We found the use of anticipatory care plans had not always been carried forward to inform GPs about people's wishes in the event of a sudden deterioration.

Relatives we spoke with praised staff highly and felt they were doing a great job.

We informed Dumfries and Galloway health and social care partnership of our concerns. We will carry out a further visit to check that improvements have been put in place.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Newcarron Court nursing home, Falkirk

Newcarron Court nursing home is registered to provide care for up to 116 older people, there were 62 people living in the service at the time of this inspection. The service is operated by Advinia Care Homes Limited.

Following our initial inspection of the service on 4 June 2020 and 9 June 2020, we completed two further inspection visits to the home on 24 June and 14 July 2020 to follow up on the six requirements made in our letter of serious concern issued on 5 June 2020. These requirements related to infection prevention and control measures.

When we visited the home on 14 July 2020, we found that all six of the requirements had been met and improvements had been made.

We saw that all staff were wearing appropriate PPE for the care tasks they were undertaking. Learning and training about PPE continued to take place to ensure staff were knowledgeable and confident in their use of PPE to keep people safe.

We found the care home to be clean. Care staff were cleaning equipment and surfaces in the care home when necessary.

Communal areas were clean and homely in appearance, with some necessary spacing of seats and furniture to help residents socially distance. Care staff supported people to keep their hands clean and generally keep safe from infection

as they went about their day. Staff were relaxed, friendly and supportive in their interactions with residents.

We found staffing levels to be adequate. Staff had time to meet people's basic care needs but more time is needed for staff to engage in conversations and activities with people. Generally, we found care support paperwork to be up to date and have a good level of person-centred information.

We saw some people enjoying spending time in the communal lounges while others spent time in their bedrooms sleeping or sitting quietly.

This inspection was not evaluated as it was commenced before our current inspection framework was implemented in June 2020.

Walton House, Leven

Walton House care home is registered to provide care to 40 older people, of which 5 may be using respite services. The service is operated by Kingdom Homes Limited.

We carried out an unannounced inspection of the care home on 13 July 2020 with a representative from Healthcare Improvement Scotland.

We found the home to be clean and tidy. Equipment was clean and stored appropriately when not in use. The home is bright and spacious. There have been no cases of COVID-19. Weekly testing of staff is going well.

Staff were aware of the Health Protection Scotland COVID-19 guidance for care home settings and were able to describe what should be done, however, this was not always demonstrated in staff practice. Although face masks were worn by staff, we saw differences in the fitting and touching of these. The provider must improve practice and management of the use and disposal of PPE and hand washing.

Social distancing was in place with people alternating between having their meals in the dining rooms and their own rooms. Visiting has been restricted and a visiting appointment-based schedule is in place for outdoors. People were encouraged to keep in touch with family.

Staffing levels were adequate to provide basic care and we saw positive interactions and exchanges between staff and the people receiving care. However, more time is needed for staff to engage in conversation and activities with people. Care plans need to reflect each person's needs and how these needs are being met.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Adequate

Jenny's Well, Paisley

Jenny's well care home is registered to provide care to 54 older people. The service is operated by Royal Blind Asylum and School.

We carried out an unannounced inspection of the care home on 14 July 2020 and 15 July 2020 with a representative from Healthcare Improvement Scotland.

We observed warm interactions between staff and residents. People benefitted from being supported to use technology to reduce the impact of visiting restrictions. Garden visits were well managed, and we saw appropriate support for end of life care visits.

Care plans captured people's preferences, routines, and interests. The need for additional training to embed a person-centred approach was recognised.

We found that enough staff were available to meet people's needs and preferences and staff recognised the risks of increased loneliness due to isolation.

We found the environment was clean, safe, and well maintained. However, hand sinks were generally too small for staff to wash their hands effectively and the laundry room needed demarcation between areas to reduce the risk of cross contamination.

We saw most staff putting on and taking off PPE correctly. However, there were some inconsistencies in practice that should be addressed. The provider should improve signage within the service to support the safe management of linen and waste. Overall, some further development in the knowledge and understanding of staff about infection prevention and control and use of PPE should help the service to reduce the risk of infection.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Palm Court, Isle of Bute

Palm Court care home is registered to provide care to 8 older people. The provider is Mr and Mrs J Young a Partnership.

We carried out an unannounced inspection of the care home on 14 July 2020.

We found kind and compassionate interactions between staff and residents. Families were kept up to date about activities residents were involved in. Social distancing and garden visits were well supported and managed. Feedback from residents and relatives we spoke to was very positive overall.

We looked at personal plans for people and found that they were up to date and that personal risk assessments were regularly completed. We could see some evidence of families being updated on their relative's care.

The home had a good supply of PPE. We found staff to be knowledgeable and informed about COVID-19 and current guidelines. However, we found that staff did not always follow the guidelines for hand hygiene and use of PPE. We made a requirement to improve quality assurance so that checks are carried out to make sure that guidance is consistently followed.

Although the environment was generally clean, and basic cleaning schedules were in place, we found that the cleanliness of the communal bathroom and the laundry facilities were unsatisfactory. There was insufficient quality assurance to support consistent standards of cleanliness. We made a requirement for improving cleanliness and quality assurance, as well as a requirement to improve the laundry facilities.

We found that clinical waste was not sufficiently separated from general household waste. We therefore made a requirement to improve the safe management and disposal of clinical waste.

We informed Argyle and Bute health and social care partnership of our concerns and they have provided support to the home.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Westlea care home, Barrhead

Westlea care home in Barrhead is registered to provide care to 55 older people. The service is operated by Third Life Care Ltd.

We carried out an unannounced inspection of the care home on 14 July 2020 with a representative from Healthcare Improvement Scotland.

We found the home to be generally clean and a pleasant environment to live in.

We saw that cleaning staff availability was limited to certain times during the day and asked that the cleaning regime be extended to carry out essential cleaning throughout the day. Our advice on cleaning included the need to clean more thoroughly in some areas. Cleaning staff should be trained in and have access to appropriate cleaning products in line with national guidance on infection prevention and control

Overall, we saw PPE being used appropriately throughout the home. However, PPE stations should be located throughout the home for staff to be able to clean their hands, and change in and out of and dispose of PPE.

There should also be regular competency checks to ensure staff practice is of the required standard and following the correct guidance on infection prevention and control and use of PPE.

Residents appeared to be well looked after and feedback we received through telephone conversations with relatives was positive. Care plans were in place, well laid out, and updated and reviewed appropriately, ensuring people's care and support was meeting their needs.

We saw some residents involved in activity and others doing very little. We asked the home to ensure that activities were offered to all residents regularly and in line with their preferences.

We could see the home practiced effective social distancing and had recently started to provide planned and appropriately controlled outside visits of residents with relatives.

Staffing levels at the time of inspection were sufficient to meet people's needs. However, we discussed the need for consideration to be given to increasing these levels should a COVID-19 outbreak occur.

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

Ashlea House care home, Callander

Ashlea House care home in Callander is registered to provide care to 21 older people. The service is operated by Mauricare Ascot Care Limited.

We carried out an unannounced inspection of the care home on 14 July 2020 with a representative from NHS public health.

We found staff knew people well, and the interactions we observed were caring and compassionate. People told us they felt well cared for. One person told us staff were supportive and encouraging and had worked incredibly hard. We found people were supported to remain well with support from appropriate health and social care partners.

We found that opportunities for people to participate in meaningful activities were limited as staffing levels had not been reviewed to reflect people's changing needs

during the COVID-19 pandemic. However, we noted people were supported to keep in touch with family and friends using a variety of methods, and visits had recently resumed in line with published guidance.

We found staff were aware of the importance of physical distancing and provided guidance to residents however, this proved challenging due to space constraints and people's care needs.

We made a requirement to improve training and practice in infection prevention and control. We found some but not all staff had been provided with relevant training. Staff had access to ongoing updated information and guidance. When we spoke with staff, we found they were knowledgeable about the use of PPE. We asked the provider to carry out regular audits to monitor staff practice to ensure consistency.

We found the level of general cleanliness in the home was of a good standard. However, we asked the provider to assess the level of housekeeping staff to ensure the standard of cleanliness can be maintained across a seven-day period. We informed Clackmannanshire and Stirling health and social care partnership of our concerns and they have provided support to the home.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Craigend Gardens care home, Glasgow

Craigend Gardens care home in Glasgow is registered to provide care to 48 older people. The service is operated by Quarter Care Ltd.

We carried out an unannounced inspection of the care home on 14 July 2020 with partners from the NHS and Healthcare Improvement Scotland.

People who live in the home were generally well cared for by staff who knew them well. People were being supported to remain active, and one-to-one activities were taking place. Families were informed and involved in their loved ones' care.

The standards of cleanliness and state of repair throughout the home require improvement. Staff had access to plentiful supplies of PPE. There were some concerns around the implementation of best practice around infection prevention and control. Staff need to complete relevant training around infection prevention and control, with further monitoring to ensure that they apply this in their day-to-day work.

There were adequate staffing numbers to meet people's needs. Staff worked in cohorts, meaning that they were allocated specific areas of the home. By doing this, it can help 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 need further guidance on how to support people to maintain a safe distance.

We found inconsistencies in the way that people's health was monitored and evaluated in personal plans. The service had not developed summary support plans (COVID-19) or anticipatory care plans.

We informed Glasgow health and social care partnership of our concerns and they have provided support to the home.

We will carry out a further visit to check improvements have been put in place.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Burlington care home, Glasgow

Burlington care home is registered to provide care to 90 older people with assessed support needs. This includes four places for older adults over 50 years of age with conditions aligned to older age. The service is operated by Guthrie Court Limited, a member of the Four Seasons Healthcare Group.

We carried out an unannounced inspection of the care home on Wednesday 15 July 2020 with representatives from NHS and Healthcare Improvement Scotland.

People living in the home were supported by care staff who were familiar with their choices and preferences. Staff were attentive, and we observed people being treated with kindness and respect.

We saw that there were sufficient staff on duty to attend to the care and support needs of the people living in the home.

We identified serious concerns in relation to the cleanliness of the environment and the equipment used by residents. We issued a letter of serious concern to the service during the inspection which detailed the immediate action that the home must take.

There was a need for the provider to take immediate action to address serious concerns in relation to infection prevention and control. Staff did not fully understand or comply with infection prevention and control practices in line with Health Protection Scotland Covid-19 Information and Guidance for Care Home Settings.

This included staff not following current guidance on the correct use of PPE. We had concerns regarding the access to and storage of PPE and its consistent use and

disposal. Staff were not adhering to social distancing guidance or correct hand hygiene practice.

Following the inspection visit, we informed the health and social care partnership in order for them to support ongoing changes to practice.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Tarriebank House, Arbroath

Tarriebank care home is registered to provide care to 24 older people. The provider is Tarriebank Limited.

We carried out an unannounced inspection of the service on 15 July 2020 with a representative from Health Care Improvement Scotland.

We found the home to be clean and tidy. The service had systems and processes in place to guide practice and provide assurance on the cleanliness of the environment and care equipment. We saw staff following these systems.

We saw good practice by all staff in relation to PPE and hand hygiene. Staff were trained and knowledgeable in infection prevention and control. There had been no confirmed cases of COVID-19 in Tarriebank and staff testing was going well.

The service had a robust COVID-19 symptom tracking system and anticipatory care plans were in place for most residents.

We found there were enough staff available to meet people's needs. Staff clearly knew people well and had time to interact and engage in conversation and activities.

We saw that staff worked hard to support physical distancing despite the challenges of the narrow corridors in the home. People were supported to keep in contact with their relatives and a system was in place for garden visits.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Very Good

Amendment

Please note the following amendment to the evaluation information for two care homes published in our last report to Scottish Parliament dated 08 July 2020.

The final evaluations for these care homes are now confirmed as follows:

Meadowvale, care home

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Adequate

Fairview House Care Home

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Very Good

The full inspection reports for these care homes, including these final evaluations, are now published on our website.

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