

Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 19 August 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 5 August 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.

Holy Rosary care home, Greenock

Holy Rosary care home is registered to provide care to 28 older people. The provider is Little Sisters of the Poor Greenock, a Scottish Charitable Incorporated Organisation.

Following an initial inspection of the service on 18 June 2020, which was outlined in the report laid before parliament on 24 June 2020, we completed a further visit to the home on 30 July 2020 to follow up on the improvements we had required.

The provider had updated their policy on the use of face coverings that included guidance for visitors as well as staff. Staff were using face masks appropriately and in accordance with the Scottish Government's current guidance.

The service had introduced staff hand washing audits and competency assessments to ensure that staff were taking the necessary precautions to prevent the spread of infection.

Although some progress had been made, we found areas of the care home that had not been cleaned to a satisfactory standard. The cleaning schedule was not sufficiently detailed to support staff with the increased cleaning required at this time.

Further work is required to ensure that quality assurance systems effectively identify and mitigate the risk of the transmission of infection.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Speyside care home, Aberlour

Speyside care home is registered to provide residential and nursing care for a maximum of 41 older people. The provider is Parklands Group Limited.

We carried out an unannounced inspection of the service on 27 July 2020 with Healthcare Improvement Scotland.

The design of the home enabled physical distancing. The general environment was clear from non-essential items and clutter to allow for effective cleaning. Staff carrying out housekeeping and cleaning in the service were familiar with required decontamination processes specific to COVID-19.

Although we saw staff wearing appropriate PPE, they did not consistently wear or dispose of their PPE correctly when entering, leaving, or moving between rooms.

To prevent cross infection between different areas of the environment, all staff need to follow current best practice at all times, for example cleaning of isolation rooms and the safe use of PPE.

We saw clear signage above hand washing sinks however, the hand washing sinks and hot water supply in the staff toilets were not suitable, making it difficult for staff to wash their hands safely and correctly. The service should address this to protect people from the spread of infection.

Many people were socially distancing in their rooms. People who preferred to be in the communal areas were patiently supported and reminded to distance.

Staffing levels, leadership and how the team is organised should be reviewed to ensure people's support needs can be met consistently, including when they choose to spend more time in their own rooms.

The care plans we reviewed had sufficient information to enable staff to meet people's health and care needs overall. People's care and support needs during the Covid-19 pandemic were recorded in an electronic COVID-19 care plan.

People benefited from the use of technology to stay in touch with people that were important to them. There was good support from staff to do this, using different methods such as video and phone calls. Relatives confirmed that the service had provided innovative ways to support them to keep in touch.

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

Carrickstone House care home, Cumbernauld

Carrickstone House care home is registered to provide care to 80 older people. The provider is Four Seasons Health Care (Scotland) Limited.

We carried out an unannounced inspection of the care home on 30 July 2020 with a representative from Healthcare Improvement Scotland.

The environment was generally in a good state of repair, free from clutter and clean. Most of the care equipment was clean however, some was found to be worn, making it difficult to sanitise.

There were sufficient supplies of PPE and hand cleansing products were available throughout the home. Staff had undertaken training and were knowledgeable about COVID-19 current guidance and demonstrated good infection control procedures.

Staff promoted social distancing and residents were encouraged to use different areas within the units. Staff interaction with residents and each other was kind, attentive and respectful.

Care plans were completed well and had been reviewed and updated appropriately. Individual COVID-19 care plans had been completed in line with current guidance.

Anticipatory care plans were in place for some residents and the manager was actively working through anticipatory care plans for other residents.

There were sufficient numbers of staff to meet people's basic care needs but more needs to be done to improve stimulation and meaningful activities for all residents. People had been encouraged to keep in touch with family and friends using technology.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

Rowandale nursing home, Pollockshields,

Rowandale nursing home is registered to provide care to 28 older people. The service is operated by Forth Care Limited.

We carried out an unannounced inspection of the care home on 28 July 2020 with partners from NHS and Healthcare Improvement Scotland. We issued a serious letter of concern to the provider on 28 July 2020 which detailed immediate action that the home must take. We made a further visit to the service on 31 July 2020 to follow up on the improvements we had required.

During the visit on 31 July 2020, we found there had been significant progress made by the provider to address the immediate concern in relation to the provision of clean mattresses for each person living in the service. We also noted progress in the overall cleanliness of care equipment and infection prevention and control practices. However, there remained areas that still required further attention around staff training and infection prevention and control practices including PPE, and the cleanliness of care equipment.

People were being supported by staff to maintain contact with their families. The feedback from families was very positive. Visiting had begun in the garden with a system in place to manage this in line with the current guidance.

People living in the home were supported by care staff who were familiar with their choices and preferences. They were well cared for in a homely environment. Staff provided support to people to remain active, and one-to-one activities were taking place. The home had put in place appropriate measures to maintain social distancing, as well as support for people to move around safely to reduce stress and distress.

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

We will undertake a further visit to monitor progress.

We have informed the East Renfrewshire health and social care partnership of our concerns.

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

Abbeyfield House care home Springburn, Glasgow

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

Following an initial inspection of the service on 8 July 2020 which was outlined in the report laid before parliament on 22 July 2020, we completed a further visit to the care home on 3 August 2020 to follow up on the improvements that were required.

There had been improvements made with the development and implementation of COVID-19 support plans and anticipatory care plans for people. There had also been improvement in the signage throughout the home and use of PPE by staff.

All staff had completed specific coronavirus awareness and infection prevention and control training.

There was evidence of improved support from the provider to the registered manager in overseeing quality assurance and these processes had improved.

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

Based upon our positive findings in relation to improvements made by this service we have reviewed the evaluations for this care home. The updated evaluations are set out here.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Springvale care home, Lennoxtown

Springvale care home is registered to provide care to 95 older people. The provider is Priory CC19 Limited.

Following an initial inspection of the service on 6 June 2020 which was outlined in the report laid before parliament on 8 July 2020, we completed a further visit to the home on 3 August 2020 with Healthcare Improvement Scotland to follow up on the improvements required.

People living in the home were supported by care staff who were familiar with individuals' choices and preferences. Staff were attentive and people were being treated with kindness and respect. There were sufficient staff on duty to attend to the care and support needs of the people living in the home.

Significant improvements had been made regarding infection prevention and control. The home continued to be clean and well maintained. Staff demonstrated a better understanding of how to use PPE correctly and the importance of effective hand washing techniques. Social distancing measures were being followed when possible.

The service had recruited to the care home's nursing team resulting in a significant reduction in the use of agency nursing staff. This helped to improve the support for residents' healthcare needs.

The service continues to be supported by East Dunbartonshire health and social care partnership.

Based upon our positive findings in relation to improvements made by this service we have reviewed the evaluations for this care home. The updated evaluations are set out here.

Evaluations

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 control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Abbey Lodge care home, East Kilbride

Abbey Lodge care home is registered to provide care to 80 older people. The provider is 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, the findings of which were laid before parliament on 22 July 2020. We completed a further visit to the service on 4 August 2020 to follow up on the improvements that were required.

We noted there had been some improvement in cleanliness within the home and that the number of domestic staff had been increased. The recently recruited domestic team were receiving training and work was underway to establish effective cleaning routines and processes to audit this. This was at an early stage and required to be developed further and improvements sustained.

Further improvements are needed to fully meet the requirements made 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 findings.

We will undertake a further visit to monitor progress.

Evaluations

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

Forthbank nursing home, Stirling

Forthbank nursing home is registered to provide care to 68 older people. The provider is HC-One Limited.

We carried out an unannounced inspection on 4 August 2020 with representatives from Healthcare Improvement Scotland and NHS Forth Valley.

We found that people were being well cared for and we observed some good interactions between people experiencing care and staff. There were sufficient staff to meet people's needs and we observed warm, compassionate care being given.

The home was clean and safe although we advised that some refurbishment would improve the experience for people living in the home.

The home was well stocked with PPE. We saw good practice by all staff in relation to PPE and hand hygiene. Staff were trained and knowledgeable in infection prevention and control. Staff worked hard to support physical distancing. For example, in communal lounge areas chairs were placed 2m apart.

Personal plans of those who had been diagnosed with COVID-19 contained a specific critical plan. Anticipatory care plans were in place and we saw that there was good involvement with relevant health professionals to support people's health.

Relatives and families were being updated on people's care and staff used methods such as Skype to support good communication.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

Forebank care home, Dundee

Forebank care home is registered to provide care to 56 older people. The provider is Forebank Limited trading as Forebank Care Home.

We carried out an unannounced inspection of the care home on 4 August 2020 with a representative from Health Improvement Scotland. We issued a letter of serious concern on 4 August 2020 which detailed the immediate action that the home must take. We made a further visit on the 6 August 2020 to follow up on the improvements we had required.

On the first visit to the care home, there were significant concerns relating to the cleanliness of the equipment, social distancing, staff knowledge awareness of COVID-19.

When we returned, we found there had been significant progress made by the provider to address the concerns in relation to social distancing, the overall cleanliness of the equipment in use, and ensuring all staff receive COVID-19 specific training.

We found people living in the home were being supported to stay both physically and mentally well and were able to have regular contact with family and friends. People were supported to engage in physical activities including access to the gardens.

The staff team was responsive to people's wellbeing needs and there was good evidence of linking with external agencies.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Weak

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

Lochbank care home, Forfar

Lochbank care home is registered to provide care to 35 older people. The provider is Thomas Dailey, trading as Kennedy Care Group.

We carried out an unannounced inspection of the care home on 4 and 12 August 2020 with Healthcare Improvement Scotland.

On our inspection visit on 4 August 2020, the communal areas of the home were cluttered and unclean, caused in part by insufficient domestic cover. PPE and hand sanitiser gel stocks were plentiful and available for staff but PPE stations were disorganised.

Most people were being cared for in their rooms. We were not satisfied there were enough staff to ensure people received the help they needed to eat and drink well. Fluids were not visible or easily accessible and the mealtime experience was poor, again caused in part by insufficient staff. People were spending lengthy periods of time in their rooms with no interaction.

We shared our concerns with the operations manager, providing clear direction on the improvements that were required.

On 12 August 2020, domestic arrangements had improved and there were significant improvements in the cleanliness of the home. Clutter had been removed and carpets had been cleaned. Staff had received training in relation to COVID-19 but there had been no follow-up monitoring or updates to this. Most staff were wearing and using PPE correctly, helping to minimise the risk of infection.

More care staff were available. Activity staff had been increased resulting in improved levels of interaction and social engagement. More residents were out of their rooms and socially distancing in lounges and a dining area, promoting a more enjoyable and organised mealtime.

People's personal plans were generally up to date, and risk assessments were being completed. More attention needs to be paid to COVID-19 and its impact on the quality of people's lives and how this can be mitigated. The service needs to be more proactive in supporting people to stay in touch with their family and friends.

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

Belmont Care Centre care home, Stranraer

Belmont Care Centre is registered to provide care to 29 older people. The provider is St. Philips Care Limited.

We carried out an unannounced inspection of the care home on 5 August 2020 with a senior infection prevention and control nurse from NHS Dumfries and Galloway.

People had their health needs monitored and were supported by a consistent care team. While there were sufficient staff to meet the basic care needs of people, staffing was such that at times, the support provided was rushed. This particularly impacted on the outcomes for people with dementia.

People were supported to keep in touch with family and friends. Relatives spoke positively about how the service had kept them up to date and were satisfied with care in general.

The premises were clean and well maintained. The cleaning of equipment needed some improvement and the cleaning products used should comply with current guidance.

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 most people cared for at the service remained in their rooms. Those who wanted to, could use space in the large lounge or other communal areas. Access to the outdoor was limited and this needed improvement.

The wellbeing of the people living in the service would be further enhanced by providing more access to meaningful activities.

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

Cumnor Hall care home, Ayr

Cumnor Hall care home is registered to provide care to 31 older people. The provider is Church of Scotland trading as Crossreach.

We carried out an unannounced inspection of the care home on 5 August 2020 with Healthcare Improvement Scotland. We issued a letter of serious concern on 5 August 2020 which detailed the immediate action that the home must take. We made a further visit on 8 August to follow up on the improvements that were required.

When we visited the service on 5 August 2020, we found that people living in the care home were being supported by care staff in a way that was kind and respectful. People looked well and were being supported to engage in both structured and informal activities of their choice during the time of our visit.

People were being supported to physically distance.

There were sufficient staff on duty to attend to the care and support needs of the people living in the home.

The cleanliness of the environment was not of an acceptable standard and Infection prevention and control was not in line with current guidance or best practice. The service had a plentiful supply of PPE however, this was not always being used or disposed of appropriately. There was a lack of liquid soap and handtowels to promote handwashing.

When we visited on 8 August 2020, staff were more knowledgeable about the use of PPE. Paper towels and liquid soap had been ordered but were not yet in place. There was no improvement in the cleanliness of the environment.

On 11 August 2020, we carried out a 'Near Me' virtual visit by video to the service. There was evidence that adequate handwashing facilities were in place and the overall cleanliness of the environment was improved.

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

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Newton House care home, Newton Mearns, Glasgow

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

We carried out an unannounced inspection of the care home on 5 August 2020 with Health Care Improvement Scotland. We issued a serious concern letter on 6 August 2020 with details of the immediate action that the home must take. A further visit to the service took place on 11 August 2020 to follow up on the improvements that were required.

On 5 August, we found people were well cared for and supported to remain active. One-to-one and group activities were taking place. There were sufficient staff to provide care and support. Staff were receptive to people's needs and responded in a kind and compassionate manner.

The service communicated effectively with families. Residents had been supported to maintain contact with their families and garden visits had recently commenced. Feedback from residents and relatives we spoke to was very good.

Personal plans and risk assessments were updated regularly and there was evidence of external professional visits. However, anticipatory care plans should be developed to support those at the end of their life.

The standard of cleanliness for some equipment, including the mattresses on people's beds, was a concern. Clothes were not being washed properly at the correct temperature to minimise the spread of infection.

There was a lack of training for staff on infection prevention and control practice. There were concerns about the use of PPE, particularly the use of face masks. Staff were not always complying with social distancing or supporting residents to maintain a safe distance.

There had not been a significant improvement when we visited the service for the second time on 11 August 2020.

We issued an improvement notice on 14 August 2020, detailing the improvements required.

We informed East Renfrewshire health and social care partnership of our concerns who have agreed to provide support to the service.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Unsatisfactory

QI 7.3 Staffing arrangements – Adequate

Gilmerton care home, Edinburgh

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

We carried out an unannounced inspection of the care home on 6 August 2020 with Healthcare Improvement Scotland and NHS Lothian.

We found that people who used the service were being well cared for in a clean and safe environment.

People appeared relaxed around staff and staff knew people well. Some aspects of the home's usual activity programme had continued. This included individual time when people are in their bedrooms, supporting people to use the garden and support to keep in contact with relatives using tablets, phone calls and, more recently, garden visits. Appropriate social distancing was followed.

The sitting room and dining rooms were well presented. Communal bathrooms were clean and tidy. Care equipment was found to be clean. Practices for laundering contaminated linen followed national guidance. There were adequate supplies of appropriate PPE and staff understood how this should be used.

Staff had received training on infection prevention and control, and we observed them putting this into practice. Staffing levels were appropriate to support the needs and number of residents.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Good
QI 7.3 Staffing arrangements – Good

Ailsa Lodge care home, Bishopton

Ailsa Lodge care home is registered to provide care to 37 older people. The provider is McKenzie Care Limited.

We carried out an unannounced inspection on 6 and 7 August 2020 with Healthcare Improvement Scotland.

People living in the care home told us they were very satisfied with the care they received. The home had a positive attitude to keeping people stimulated through a range of activities. Families told us they were supported to be in regular contact with their relatives.

The home was sufficiently staffed to provide person-centred support to residents.

Staff were observed using PPE appropriately and were knowledgeable about how COVID-19 should be managed within the care home setting. There were inconsistencies around standards of cleanliness and how infection control measures were applied. The communal dining area was not cleaned to an acceptable standard. Laundry was carried by individual staff when trolleys or similar should be used to reduce the risk of infection.

We provided guidance on how infection control measures and cleanliness could be improved and strengthened.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

Peebles nursing home, Peebles

Peebles nursing home is registered to provide care to 31 older people. The provider is Mansfield Care Limited.

We carried out an unannounced inspection of the care home on 10 August 2020 with NHS Borders.

There was good communication about the impact of Covid-19 with relatives, friends, and carers. People were being kept up to date with visiting protocols.

There were good links with health services. Health professionals were responsive to people's changing health care needs. There was an inconsistent approach to anticipatory care planning. The lack of anticipatory care plans meant that people could not be assured of care that reflects their needs and wishes at the end of their life.

Staff were unclear about waste disposal. Risk assessments have been requested to ensure practice reflects the relevant guidance relating to this.

The home was clean and fresh. There was PPE available for staff who used it appropriately.

There were sufficient staff to meet the basic care need of people. Staff were respectful to people and tried hard to give person-centred care but were extremely busy, which led to task-orientated care, which is not person-centred or dignified.

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

Norwood care home, Barrhead

Norwood care home is registered to provide care to 54 older people. The provider is Advinia Care Homes Limited.

We carried out an unannounced inspection of the care home on 10 and 11 August 2020 with Healthcare Improvement Scotland and NHS Greater Glasgow and Clyde.

People were supported to keep in contact with their families, and families confirmed communication was good. Garden visits had started using a booking system.

Personal plans reflected people's support needs and guided staff to offer appropriate care and support. However, anticipatory care plans needed to be reviewed.

People who used the service looked well cared for. They seemed relaxed around staff who showed them respect and kindness. There was a variety of activities on offer and good use of the outside space. One-to-one time for people in their bedrooms could be improved.

We asked for some changes to the layout of the lounges to allow for appropriate social distancing.

The home appeared clean, but we identified some practices such as cleaning of equipment that was not in line with current guidelines. There was a lack of clear guidance for housekeeping staff around daily and weekly enhanced cleaning schedules however, this was rectified during inspection.

The management of laundry was good and met infection prevention and control standards.

There were not enough clinical waste bins, hand sanitisers or PPE stations around the home but this was addressed by day two of our visit. Although staff used PPE correctly, some staff had not completed training in its use.

There were sufficient staff to meet people's needs. The home had experienced significant staff absence but had addressed this by using agency workers. There was good continuity of agency workers.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

Alexander House care home, Crossgates

Alexander House care home is registered to provide care to 44 older people. The provider is Kingdom Homes Ltd.

Following an initial inspection of the service on 28 July 2020 that was outlined in the previous report laid before parliament on 5 August 2020, we completed a further visit to the home on 11 August 2020 to follow up on the improvements that were required.

We found the manager had discussed best practice guidelines on the safe administration of medications with all staff. Reflective accounts on any medication errors that had been made had been completed by staff. The manager was now carrying out a daily audit of the controlled drugs register. We found no errors when we examined the controlled drugs register.

The manager had reinforced the importance of accurate record keeping with all staff. Food and fluid monitoring charts were seen to be fully completed and the content evaluated and used to inform future practice.

The service had addressed all of the required improvements. The manager is committed to the ongoing monitoring of staff practice to ensure staff continue to implement best practice guidelines and care and support delivered to people is not compromised.

Evaluations

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

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.

Following an initial inspection of the service on 14 July that was outlined in the report laid before parliament on 22 July 2020, we carried out a further visit to the home on 11 August 2020 to follow up on the improvements that were required.

We found that there had been some improvements with the completion of health risk assessments and associated care plans, and of risk assessments specific to COVID-19. Recordings in personal plans reflected improved monitoring of the health needs.

There had also been improvements in relation to the overall standards of cleanliness within the home and improvements in infection control and prevention practices adopted by staff. This included the use of correct PPE and safe disposal by staff after use.

We were satisfied with plans in place to take forward other areas for improvement to promote positive experiences and further improve standards of care for people living within the care home. We will monitor progress of areas that require further work.

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

Based upon our positive findings in relation to improvements made by this service we have reviewed the evaluations for this care home. The updated evaluations are set out here.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Singleton Park care home, Lockerbie

Singleton Park care home is registered to provide care to 45 older people. The provider is Singleton Park Ltd.

We inspected the service on 11 August 2020 with Healthcare Improvement Scotland.

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

People's changing care and support needs were identified and managed. Personal plans were adequate. People benefited from the service having good links with external healthcare professionals, GPs, and community nurses.

People had been supported to stay in touch with friends and family. Families had opportunities to undertake garden visits. Others had been enabled to visit their relatives during end of life care.

The cleanliness of the environment was not of an acceptable standard. The cleaning products used were not those recommended in current infection, prevention and control guidance. A deep clean of all areas is required to achieve a consistent standard of cleanliness and support good infection control practices. Items of furniture and equipment were noted to be in a poor state of repair, and some needed to be removed from use immediately.

Staff told us they felt well supported. Staff practice did not always comply with current good practice guidance. While staff were aware of the national guidance on social distancing, there were times when this was not maintained, even when it was possible to do so.

There was inconsistent use of PPE and issues around its storage, access, and disposal. There is a need for staff training and observation of staff practice in relation to infection prevention and control.

There were sufficient staff to meet the basic care needs of people however, there requires to be a contingency plan to manage staff absences, holiday cover and unplanned shortages.

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

We will undertake a further visit to follow up on the improvements that were required.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Forth View Care Centre care home, Leven

Forth View Care Centre is registered to provide care to 45 older people. The provider is Balhousie Care Limited.

We carried out an unannounced inspection of the care home on 12 August 2020.

All staff had received COVID-19 training and were knowledgeable in the use of PPE. The home had a good supply of PPE and this was available throughout the home for staff to access. The service had good infection control procedures in place and staff were assigned to work with those who were isolating in their rooms.

The environment was very clean with good practice in place by domestic staff. The home had put in place appropriate measures to maintain social distancing and staff were familiar with the guidance.

There were sufficient staff to meet the basic care needs of the people living in the home.

There was evidence of families being updated on their relative's care but after talking with some relatives, a more proactive approach to visiting needs to be undertaken.

While personal plans were in place, more time needs to be given to addressing peoples' social needs and preferences and choices.

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

Ashwood House care home, Callander

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

We carried out an initial inspection of this service on 7 July 2020 and 10 July 2020 with NHS Forth Valley and Healthcare Improvement Scotland. The findings of this were outlined in the report laid before parliament on 22 July 2020 along with details of a letter of serious concern that we issued 10 July 2020, and an improvement notice that we issued 16 July 2020. We carried out a follow-up inspection on 30 July 2020 to follow up on the improvements that were required. We found minimal improvement had been made to address the significant concerns and issued a notice of proposal to cancel registration on 05 August 2020. We returned to this service on 11 August 2020 to further evaluate the provider's progress.

When we returned on 11 August 2020, we found the requirement relating to infection prevention and control and environment safety and cleanliness, and the requirement regarding management and leadership and quality assurance had not been met. There is also a further requirement relating to assessment and support planning, the timescale for which is 24 August 2020.

The health and social care partnership is working alongside this service. Partnership staff continue to provide onsite support and guidance to the service to support the delivery of care in this care home. We will undertake further visits to follow up on the improvements that are required.

Evaluations

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

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