



Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 6 January 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 23 December 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.

Nazareth House, Glasgow

Nazareth House care home is registered to provide care to 70 older people. The service is operated by Nazareth Care Charitable Trust.

We carried out a COVID-19 inspection on 23 June with Healthcare Improvement Scotland and the local NHS public health team, the findings of which were outlined in the report laid before Parliament on 8 July. The evaluation for key question 7 'How good is our care and support during the COVID-19 pandemic?' was adequate at this inspection.

We completed a full inspection of the home on 23 November using the Quality Framework for Care Homes for Older People. We found that people were looked after in a homely, well-maintained environment. There was a good balance of communal and private space which people enjoyed. There was regular contact with external health professionals who helped support positive outcomes for residents.

There was a range of group activities taking place but opportunities to socialise and be active were limited. There was not enough staff to provide meaningful activities every day. Staffing levels were not adjusted to take account of the layout of the building, or when residents needed to self-isolate. Residents were not always given the help they needed to maintain appropriate social distance to protect themselves and others.

People were sometimes cared for by temporary staff who were unfamiliar with their needs, choices and preferences. Better staff handover information and personal risk assessments was needed to ensure all workers know how to support people well. Staffing levels and staff deployment required adjustment to better meet people's needs at night, for example, providing support with medicine administration which is an important part of keeping people well.

Recent changes in the management team may have contributed to the limited oversight and quality assurance. Managers' understanding of systems and legislation about notifications of incidents or accidents, which could impact negatively on residents, needed to improve.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect - Adequate

QI 1.2 People get the most out of life - Adequate

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

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

Quality indicator (QI) evaluations:

QI 2.2 Quality assurance and improvement is led well - Weak

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

Quality indicator (QI) evaluations:

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

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

Quality indicator (QI) evaluations:

QI 4.2 The setting promotes people's independence - Good

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

Quality indicator (QI) evaluations:

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

Glebe House Care Home, Ayr

Glebe House Care Home is registered to provide a care service to 44 adults and older people. The provider is West Coast Care Ltd.

We carried out an unannounced inspection on 25 November with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before Parliament on 9 December. We completed a further unannounced visit with Healthcare Improvement Scotland on 15 December to monitor improvement.

The service had made some progress. Both care and housekeeping staffing levels had improved. Some staff training had also taken place. There was improvement in systems to monitor staff practice which helped to ensure satisfactory levels of care.

Procedures to manage infection prevention and control were more effective although further work was required to fully embed best practice. We agreed to allow more time to ensure all the necessary improvements in staff training and recruitment are implemented.

We informed East Ayrshire health and social care partnership of our findings and they are supporting the service.

We will undertake a further visit to monitor progress.

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

Weston View Care Home, Keith

Weston View Care Home is registered to provide care to 40 older people. The provider is Craigard Care Ltd.

We carried out an initial inspection of the service on 16 November, the findings of which were outlined in the report laid before Parliament on 25 November.

At the initial inspection there was a need to improve the assessment, evaluation and recording of skin damage, pressure ulcers and wounds. We carried out a follow-up inspection on 16 December, using virtual technology, to monitor progress.

We found that most staff had completed training to improve their knowledge, competence and practice in skin and wound care. We read care plans and found these had been brought up to date and now contained details which directed staff and enabled them to better meet people's health and skin care needs.

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

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

Cochrane Care Home, Johnstone

Cochrane Care Home is registered to provide care for up to 65 older people. The provider is Silverline Care Caledonia Limited.

We carried out an initial unannounced inspection on 16 and 18 December with Healthcare Improvement Scotland. We were concerned about infection prevention and control practice. Improvement was also required in the management of clinical waste, accuracy of records, sharing of information and management oversight. We issued a letter of serious concern to the provider on 18 December which detailed immediate action the home must take.

We returned to the service on 22 December with Healthcare Improvement Scotland to follow up on the letter of serious concern. We were satisfied with the progress achieved in most areas identified for improvement. Some further work was required to address clinical waste management. Records of cleaning needed to be developed further and maintained. The service had developed a plan in the event of a future outbreak however this also needed further work.

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

We will undertake a further visit to monitor improvement.

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 – Weak.

Deeside Care Home, Aberdeen

Deeside Care Home is registered to provide care to 68 older people. The provider is Deeside Care LLP.

We carried out an initial inspection of the service on 12 November, the findings of which were outlined in the report laid before Parliament on 25 November. We completed a further visit to the home on 16 November and found improvements had been made to the cleanliness of the environment. Some repairs had also been completed.

We carried out a further visit on 16 December but found that areas of the home were not sufficiently clean or in a good state of repair. These areas required immediate attention.

People were supported by a staff group who knew them. Staff understood the importance of isolating people who may have symptoms of COVID-19. There needs to be better planning to support people who may require assistance to self-isolate.

Local health teams helped to support people and systems were in place to access medications if people became ill as a result of COVID-19.

Visiting, except essential visits, had been suspended on advice from Public Health. The service needed to take a more proactive approach to ensure families are kept up to date.

Staff had received training in infection prevention and control and most were following good practice. There were sufficient PPE supplies available but clinical waste bins were too small and needed to be replaced.

People's nutrition and hydration needs were supported and intake was appropriately monitored. Personal plans and associated risk assessments needed to be further developed.

The management team required further support to drive and sustain improvements.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Adequate

Sir Gabriel Wood's Mariners Home, Greenock

Sir Gabriel Wood's Mariners Home is registered to provide care to 35 older people and a maximum of 12 adults with Korsakoff's Syndrome. The provider is Sir Gabriel Wood's Mariners Home.

We carried out an unannounced inspection of the care home on 15 October with Healthcare Improvement Scotland. We issued a letter of serious concern on 15 October and made a further visit to the service on 19 October to follow up on the improvements required. Our findings were outlined in the report laid before parliament on 28 October.

Due to a lack of progress in addressing the areas for improvement, we issued an improvement notice to the provider on 28 October. We extended the timescale to allow the provider to meet all aspects of the improvement notice as a result of visits to the service on 5 and 13 November. We carried out a further inspection of the service on 20 November with Healthcare Improvement Scotland. Progress had been made in infection prevention and control practice, staff training and areas of the environment. A plan had been developed by the provider to improve support for the manager and to strengthen leadership.

We carried out a further unannounced inspection of the care home of 16 December. We found significant improvement. A detailed assessment of all equipment and of the environment had been done to support reduction in the risk of infection. An action plan had been developed to prioritise safety for people. This included an extensive quality assurance process to support the safe management of medication. Existing requirements and the areas identified in the improvement notice had been met.

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

We will continue to monitor progress.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Beechwood Park, Alloa

Beechwood Park care home is registered to provide care to 62 older people. The provider is Caring Homes Healthcare Group Limited.

We carried out an unannounced inspection of the care home on 21 August, the findings of which were outlined in the report laid before Parliament on 2 September. We evaluated that the service was performing to an adequate level. We identified some areas for improvement, including training about infection prevention and control.

We made a further unannounced visit to the service on 17 December. We identified significant concerns about infection prevention and control practices and issued a letter of serious concern to the provider on 18 December.

We carried out a further inspection on 21 December and issued an improvement notice to the provider on 23 December because of a lack of progress in addressing key areas identified. These included inadequate staffing levels, lack of effective leadership and poor infection prevention and control practice. There was a lack of the enhanced cleaning which is required and we had concerns about the cleanliness of the environment, equipment and furniture.

We have informed Stirling and Clackmannanshire health and social care partnership of our findings and they are providing support to the home.

We will undertake a further visit to follow up on the requirements set out in the improvement notice.

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

Braemount Nursing Home, Paisley

Braemount Nursing Home is registered to provide care to up to 90 older people, with a maximum of 60 living with dementia. The provider is Advinia Care Homes Limited.

We carried out an initial inspection of the service on 24 November and further visits on 27 November and 3 December, the findings of which were outlined in the report laid before Parliament on 23 December. We completed a further visit to the home on 17 December to follow up on the improvements required.

Progress had been made in relation to the cleanliness of the environment and the equipment used by residents. We found that the environment was clean and hygienic.

Staff were knowledgeable about COVID-19 and informed about current guidance. We determined that significant progress had been made by the service in relation to infection control practices.

COVID-19 care plans were in place although further work was required to ensure they were consistently implemented to support residents and meet their needs.

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

We will undertake a further visit to monitor progress.

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

Thornlea Nursing Home, Loanhead

Thornlea Nursing Home is a care home registered to provide care for up to 33 older people. The service is operated by Thornlea Nursing Homes Limited.

We carried out an unannounced inspection on 10 December 2020 with Healthcare Improvement Scotland.

An application has been made under Section 65 of the Public Services Reform (Scotland) Act 2010 to the Sheriff Court at Edinburgh, seeking cancellation of the service's registration.

We completed a further visit to the home on 29 December to monitor practice.

The inspection report will be published on conclusion of the court proceedings.

Southfields, Slamannan

Southfields care home is registered to provide care to 17 people between the ages of 16 and 35 years who have a learning disability. The service is provided by Swanton Care and Community (Southfield House Care Services) Limited.

We carried out an unannounced inspection of the care home between 7 and 23 December. We evaluated the service using the Quality Framework for Care Homes for Adults and one quality indicator from the COVID-19 framework.

People were receiving adequate support and seemed comfortable with staff. We observed a number of positive interactions, with some staff clearly committed to person-centred support. Staff require further training to ensure they all consistently work in line with best practice. A high staff turnover during 2020 had resulted in inconsistent practice in the staff team. This had a negative impact on people who use the service.

Staff had received training about infection prevention and control. There were PPE stations, good supplies and easy access to PPE. We saw people were supported to ensure good hand hygiene.

People were supported to keep in touch with their families using technology. Visiting arrangements were in place and followed public health guidance.

The home was clean. Additional guidance and procedures had been introduced to minimise infection risks. Enhanced cleaning schedules were being used which included frequently touched areas. The laundry was managed well. Significant redecoration had been completed and the home was now more attractive than previously.

The manager had identified developments aimed at improving people's wellbeing. Better care planning was helping ensure people got the right support to meet health and wellbeing needs.

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

We will undertake a further visit to check that progress continues.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Good

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity and respect - Adequate

QI 1.2 People get the most out of life - Adequate

QI 1.3 Peoples health benefits from their care and support - Adequate

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

Quality indicator (QI) evaluations:

QI 2.2 Quality assurance and improvement is led well – Adequate

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

Quality indicator (QI) evaluations:

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

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

Quality indicator (QI) evaluations:

QI 4.1 People experience high quality facilities - Adequate

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

Quality indicator (QI) evaluations:

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

Annan Court, Annan

Annan Court care home is registered to provide care for 33 adults. The provider is Annan Court Care Home Limited (Advinia Care Homes Limited).

We carried out an unannounced inspection of the care home on 9 December, the findings of which were outlined in the report laid before parliament on 23 December.

We completed a further inspection on 28 December to follow up on the improvements required in relation to cleanliness of the environment and equipment and staff skills and competence in using PPE.

We found improvements to the cleanliness and condition of the environment, furnishings and equipment. However, PPE was still not being used in line with best practice guidance to keep everyone safe and well.

We informed Dumfries and Galloway Health and social care partnership about our findings.

We will undertake a further visit to monitor progress.

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

Arden Craig Care Home, Glasgow

Arden Craig Care Home is registered to provide care to 26 older people and 64 adults with physical disabilities and mental health issues. The service is provided by Thistle Healthcare Limited.

We carried out an unannounced inspection of the care home on 1, 4 and 8 December with Healthcare Improvement Scotland. A letter of serious concern was issued on 2 December. Following a visit on 8 December, we issued an improvement notice and visited the service with Healthcare Improvement Scotland on 15 and 16 December. Our findings were outlined in the report laid before parliament on 23 December 2020.

On 21 and 28 December we completed virtual monitoring visits to the home. Further progress was evident. The smoke room had been redecorated and a system was in place to improve cleaning of the area. A monitored access system was implemented to encourage social distancing in the smoke room.

New measures were also in place to support sufficient cleaning and checking of bedrooms. Managers were carrying out observation of staff practice to ensure this was consistent and in line with best infection prevention and control practice.

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

We will undertake a further visit to monitor progress.

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

Glenhelenbank Residential Home, Perth

Glenhelenbank Residential Home is a care home registered to provide care to 13 older people. The provider is Glenhelenbank Residential Home.

We carried out an initial inspection on 1 July with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before Parliament on 8 July. We made a further visit on 24 September and reported our findings in the parliamentary report of 14 October. We completed a further inspection on 10 December, the findings of which were outlined in the report laid before Parliament on 23 December.

We found limited progress had been made in addressing all of the areas of concern and we issued an improvement notice. This details actions that the home must take in relation to staffing levels, meeting training needs, ensuring cleanliness of the setting and implementing infection prevention and control policy and practice.

We visited the service on 30 December to check on progress in relation to the improvement notice. We found improvement in staffing levels. Staff demonstrated good practice in relation to infection prevention and control. PPE was being used and disposed of in line with best practice. Some progress was observed in achieving effective social distancing by reorganising communal areas.

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

We will undertake a further visit to assess progress with the improvement notice.

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

Hawkhill House Nursing Home, Milltimber

Hawkhill House Nursing Home is registered to provide care to 41 older people. The service is provided by Caring Homes (TFP) Group Limited.

We carried out an unannounced inspection of the care home on 31 December.

We observed caring staff but found staffing levels were low and insufficient to be responsive to people's changing care and support needs. This directly impacted on outcomes for people living in the home.

We identified serious concerns relating to the cleanliness of the environment, furnishings and shared equipment used to support people. Not all staff demonstrated an understanding or knowledge about COVID-19 and infection prevention and control in practice.

Practice was unsatisfactory in relation to the use, disposal, storage and location of PPE in the home. Staff were not adhering to guidance regarding social distancing for people experiencing care or with other staff. Managers did not monitor staff practice in order to improve the quality and consistent of care.

There were weaknesses in management oversight and we were not confident that there was a clear plan to ensure the safety and wellbeing of residents. We issued a letter of serious concern to the provider on 31 December which detailed immediate action to be taken.

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

We will undertake a further visit to follow up on the requirements from the letter of serious concern.

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

Braid Hills Nursing Centre, Edinburgh

Braid Hills Nursing Centre is registered to provide care to 95 older people and 24 adults with a physical disability. The provider is BUPA Care Homes (ANS) Limited.

We carried out an initial inspection of the service on 29 September and 1 October, with NHS Lothian. The findings were outlined in the report laid before Parliament on 14 October.

We completed a further visit on 12 November with NHS Lothian to follow up on the improvements required in relation to cleanliness, infection prevention and control, waste management, the use of PPE and staff knowledge. The findings were outlined in the report laid before Parliament on 25 November. We determined that further progress was still required.

We visited the service again on 29 December. Improvements were not sufficient in respect of the standard of cleanliness, waste management, the use of PPE, staff practice and knowledge. Overall, the management oversight and quality assurance systems were ineffective. We issued a letter of serious concern to the provider on 29 December which detailed immediate action the home must take.

We returned to the service on 2 January 2021. Although the service had made plans to address our concerns, progress was not sufficient to reassure us that people were being supported safely during the pandemic. We issued the service with an improvement notice on 4 January 2021.

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

We will undertake a further visit to monitor the improvement notice.

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

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