

## **Fortnightly report to the Scottish Parliament on Care Inspectorate inspections**

**Laid before Parliament 3 March 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 17 February 2021.

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

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

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

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

The quality indicators for key question 7 are:

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

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

## North Inch House, Perth

North Inch House is registered to provide care to up to 78 older people. The provider is Balhousie Care Limited. The service has two sites under its registration, which sit next to each other in Perth. These are North Inch and North Grove.

On 25 May, we carried out a COVID-19 focused inspection with a representative from NHS public health. We issued a letter of serious concern, which contributed to improvement in infection prevention and control practice. The findings are outlined in our report laid before Parliament on 24 June.

Following further intelligence about the care home we conducted an inspection between 8 and 16 February.

The home was closed to all but essential visitors, in line with advice from the local public health department. The environment was homely and well maintained. There was evidence of investment in improving the environment. A wide range of auditing and quality assurance was taking place to help promote a safe environment.

We had some concern about the quality of medication records and monitoring and further improvements were required.

The manager used a dependency tool to capture changes in people's needs to ensure the service was able to respond quickly and adjust staffing accordingly. This had helped to ensure that people had the right level of support at key times, including early morning and evenings.

Care planning was completed to a good standard using an electronic system that was continually updated. Managers should continue to develop systems to ensure a focus on person-centred planning which clearly includes agreed outcomes for people.

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

### Evaluations

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

Quality indicator (QI) evaluations:

QI 1.3 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?' – Adequate

Quality indicator (QI) evaluations:

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

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

Quality indicator (QI) evaluations:

QI 4.1 People benefit from high quality facilities – 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

## **Greyfriars Care Centre, Glasgow**

Greyfriars Care Centre is registered to provide care to 26 older people. The provider is Keane Premier Healthcare Glasgow Limited.

We carried out an unannounced inspection on 10 and 11 February.

There were sufficient staffing arrangements in place and interactions between staff and residents were kind and compassionate. Staff had a good understanding of people's needs and were a stable and experienced team. People were supported to maintain contact with relatives through technology, phone calls and essential visits.

The home was tidy, free from clutter and promoted social distancing. PPE supplies were good and available throughout the home. There were enhanced cleaning schedules and all staff had received training in infection prevention and control.

Staff knowledge about infection prevention and control was varied and we observed some practice that did not fully comply with current guidance. Management needed to ensure that staff had the relevant knowledge, and that current guidance was available for staff.

We identified some cushion and mattress covers which needed cleaned or replaced. The service responded immediately. Further improvements were required to improve the quality of auditing and ensure good standards throughout the home.

We informed Glasgow health and social care partnership about 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 control practices – Adequate

QI 7.3 Staffing arrangements – Good

## **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 are outlined in our report laid before Parliament on 9 December. We completed a further unannounced visit on 15 December, with Healthcare Improvement Scotland, to monitor improvement. The findings are outlined in our report laid before Parliament on 6 January.

We completed an unannounced visit to the home with Healthcare Improvement Scotland on 11 February to follow up the improvements that were required.

Procedures to manage infection prevention and control were more effective. The home was clean and free from clutter, improvements were made to the décor, lighting, and furnishings. Domestic staff levels had been increased and clear cleaning schedules introduced. PPE stations were located throughout the home to improve access and clinical waste bins were situated at the stations. Staff had been provided with training and their practice was observed regularly.

Dependency assessments were completed to help inform staffing levels. There were increased staff on duty. A keyworker system also helped to improve the deployment of staff so that people were supported by the same staff.

On advice from public health, the home was only able to permit essential visitors indoors. Poor weather impacted on the use of outdoor space and window visits. The home could be more creative in facilitating essential visiting for individuals who experience stress and isolation.

Staff received training about the importance of activities and an activity programme had been introduced to promote movement and wellbeing.

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

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

## **Evaluations**

Overall evaluation of 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

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

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

We carried out an unannounced inspection of the care home on 11 February.

We observed kind and compassionate interactions between staff and people experiencing care. Staff regularly interacted with people who were self-isolating in their rooms. They were responsive to people's changing health needs.

Arrangements were in place to update families about their relative's care. People were supported to maintain contact with family and friends using technology. Visiting was facilitated in line with guidance.

The home was clean, tidy and free from clutter. Furniture arrangements promoted social distancing. PPE supplies were good and easily available. There were enhanced cleaning schedules and all staff received training in infection prevention and control. Staff used PPE appropriately. Staffing levels were sufficient to meet people's health and wellbeing needs. The management team were working to their

own improvement plan relating to staff training, support planning and environmental improvements. We agreed with the areas they had identified for improvement.

The staff team worked well together. There were quality assurance processes in place and actions were being addressed where improvements had been identified.

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

7.1 People's health and wellbeing – Good

7.2 Infection prevention and control practices – Good

7.3 Staffing arrangements – Good

## **Abbotsford House, Bearsden**

Abbotsford House is registered to provide care to a maximum of 34 older people. The provider is Morrison Community Care Limited.

We carried out an unannounced inspection on 11 and 12 February with Healthcare Improvement Scotland.

The service supported essential visits while other visits were suspended in line with guidance. People maintained contact with family and friends using technology. We observed kind and compassionate interactions between staff and people, and feedback from relatives was positive.

Care staff were familiar with people's needs and choices, ensuring support was right for them. Responsive care meant people's changing health needs were quickly assessed and well managed. Personal plans contained detailed, up-to-date information specific to Covid-19.

The home was tidy and well maintained, and sufficient PPE supplies were available. Laundry was managed well. Staff were knowledgeable about infection prevention and control and COVID-19, but we found variable practice in relation to good hand-hygiene and correct use of PPE. Additional cleaning was required for some shared equipment and further work was needed to address aspects of clinical waste management.

Staff felt well supported and able to care for people. Staffing arrangements were appropriate.

We informed East Dunbartonshire 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:

7.1 People's health and wellbeing – Good

7.2 Infection prevention and control practices – Adequate

7.3 Staffing arrangements – Good

## **Mavisbank, Bishopbriggs**

Mavisbank is a care home registered to provide care for up to 45 older people and 15 younger people who have a physical disability or sensory impairment. The provider is HC-One Ltd.

We carried out an initial unannounced inspection of the care home between 22 and 26 October with Healthcare Improvement Scotland. The findings are outlined in our report laid before Parliament on 11 November. We carried out a further inspection on 17 November and issued a letter of serious concern on 18 November requiring immediate action in relation to infection prevention and control.

We visited the service again on 23 November with Healthcare Improvement Scotland to follow up on the letter of serious concern. We found progress had been made in relation to most of the requirements. The findings are outlined in our report laid before Parliament on 9 December.

On 10 December, we undertook a further follow up inspection with Healthcare Improvement Scotland. The findings are outlined in our report laid before Parliament on 23 December. We found significant improvement in the cleanliness of equipment and environment. Staff practice was competent in infection prevention and control practice. There was one outstanding area of requirement in relation to care planning and recording.

On 12 February, we undertook another inspection of the service, using virtual technology. We found progress with care planning and recording. Care plans were more person centred and reflective of residents' assessed needs.

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

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

### **Evaluations**

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

## **Mowat Court Nursing Home, Stonehaven**

Mowat Court Nursing Home is registered to provide care for 44 older people. The provider is Care UK.

We carried out an initial inspection of the service on 29 January with Healthcare Improvement Scotland. The findings are outlined in our report laid before Parliament on 17 February. We completed a further visit on 12 February to follow up on the improvements we had required.

The provider had made improvements in infection prevention and control practices. A deep clean of all bedrooms had taken place, including furniture and care equipment. Staff demonstrated good knowledge on cleaning the environment in line with guidance. Bed frames and mattresses were refurbished or replaced. Safe

systems were in place for the transportation and laundering of work wear. A robust infection control audit cycle was underway in line with best practice.

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

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

## **Evaluations**

Overall evaluation of 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

## **Ashlea House, Callandar**

Ashlea House is registered to provide care for 21 people. The provider is Mauricare Ascot Care Limited.

We carried out inspection on 16 July. The findings are outlined in our report laid before Parliament on 22 July. We visited the service on 27 August and 9 September to monitor improvements that we required. The findings are outlined in our report laid before Parliament on 14 October.

We completed a further inspection of the service on 15 February. We identified serious concerns about the support and care people receive. Pain experienced by people was not effectively assessed, managed, or controlled. Risk assessments were not used to improve outcomes for people. Due to our concerns for the health and welfare of residents we issued an improvement notice to the provider on 18 February.

We informed Stirling and Clackmannanshire health and social care partnership and provided them with a copy of the improvement notice to enable them to support the home.

We will undertake further visits to monitor progress.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing: – Weak

QI 7.2 Infection prevention and control practices: – Adequate

QI 7.3 Staffing arrangements: – Weak

## **Rose House, Dundee**

Rose House is registered to provide care to 23 older people. The provider is Thomas Dailey trading as Kennedy Care Group.



We carried out an initial inspection of the service on 26 and 27 November. The findings are outlined in our report laid before Parliament on 9 December. We completed a further visit to the home on 16 February to follow up on the improvements that we required.

At the previous inspection on 26 and 27 November, people were not fully supported to maintain contact with family and friends. There were concerns about heating and cleanliness, and practice in relation to infection control. Staff had completed training about infection prevention and control and staffing levels were not always sufficient.

When we visited on 16 February the home was clean, tidy, and well maintained. Clinical waste bins were in place. PPE supplies were good and available throughout the service. Staff had received training and were knowledgeable about COVID-19 and infection prevention control.

People were enabled to keep in touch with family members via technology. On advice from public health, only essential visits were taking place. There was a significant improvement in the heating systems. Staffing levels were sufficient to meet the needs of the people receiving care in the service.

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

We reviewed the evaluations for this care home based on the findings of 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 control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Chapel Level Nursing Home, Kirkcaldy**

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

We carried out an unannounced inspection of the care home on 15 September with Healthcare Improvement Scotland. We identified significant concerns relating to infection prevention and control and issued a serious concern letter to the provider on 16 September. This led to improvement that is outlined in our report laid before Parliament on 30 September.

We completed an unannounced inspection of the care home on 10 November with Healthcare Improvement Scotland. The findings are outlined in our report laid before Parliament on 25 November. We found the service's quality assurance systems needed to be embedded into practice to sustain improvements achieved.

We carried out a further unannounced inspection of the care home on 16 February. We found that people were supported to stay both physically and mentally well and were able to have regular contact with family and friends. There were appropriate measures in place to maintain social distancing and support people to move around safely. The staff team was responsive to people's wellbeing needs

and there was good evidence of links with external agencies. Improvements to record keeping would help to ensure healthcare needs were fully met.

The home was clean, tidy and well maintained. Care equipment was clean. PPE supplies were good and available for staff throughout the home. The home had developed systems to audit infection prevention and control measures and staff practice such as hand washing and the use of PPE. Some staff were wearing PPE during breaks outside the building which was not appropriate.

There was a good level of staff on duty to meet people's needs. Staff told us that the staffing levels were good, and this allowed them to spend time with residents.

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

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

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

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

We carried out a COVID-19 inspection on 1 July. The findings are outlined in our report laid before Parliament on 22 July.

We completed an inspection of the home on 16 and 18 February with Healthcare Improvement Scotland.

People were supported to maintain contact with family and friends using technology. Due to current guidance only, essential visits were taking place to support people.

Staff were kind, caring and attentive towards residents and people looked relaxed and comfortable. However, families were not always satisfied with the care and support provided. Individuals' healthcare needs, including skin care and oral care were not provided to a satisfactory standard. Care reviews are being carried out by social work staff in conjunction with the service.

We identified inconsistencies in the management of care plans which has contributed to negative health outcomes for people.

Quality assurance systems were not effective and management had not identified the need to improve health care for individuals. The provider was committed to reviewing the quality assurance systems to reduce variation in practice.

The home was clean and tidy. Enhanced cleaning schedules were in place. PPE supplies and hand cleansing products were available for staff.

Staffing arrangements were sufficient. Staff supervision and team meetings had not taken place regularly but a plan to resume the programme of supervision was in place. This will help to identify good practice, and support staff practice to align and be consistent with it.

We informed South Lanarkshire 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 1.3 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?' – Adequate

Quality indicator (QI) evaluations:

QI 3.3 Staffing levels are right and staff work well together – Adequate

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

Quality indicator (QI) evaluations:

QI 4.1. People experience high quality facilities - Good

Quality indicator (QI) evaluations: Overall evaluation for key question 5 'How well is our care and support planned?' – Weak

Quality indicator (QI) evaluations:

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

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

## **Thorney Croft, Stranraer**

Thorney Croft is registered to provide care to 60 older people. The provider is Community Integrated Care.

We carried out an unannounced inspection of the care home on 16 and 17 February with Healthcare Improvement Scotland.

We found people were supported by a consistent care team who knew their preferences well. Staffing was sufficient to ensure people's needs were met. The support of local healthcare professionals also helped to ensure that people's health needs were met, and end of life care was managed well.

Staff supported people to stay in touch with their families and communication with relatives was taking place. People on the ground floor also benefited from easy

access to pleasant gardens. Window visits had restarted recently. Plans were in progress for indoor visiting in keeping with new national guidance. Social distancing was facilitated by the home layout, which was well spaced out and included small households with their own facilities.

The premises, most furnishings and equipment were clean. However, some equipment and two bedrooms were not clean. Systems and processes for cleaning needed to improve. Additional time for housekeepers was agreed during the inspection.

PPE was available at convenient locations and staff were observed to use this correctly. Hand hygiene posters were displayed, and alcohol hand rub was available.

Knowledge of infection prevention and control practice was not up to date for all staff. During the inspection, changes to glove type and some aspects of laundry management were put in place.

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

We will undertake a further visit to monitor improvements.

## **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

## **The Beeches, Kilmarnock**

The Beeches is registered to provide care for 10 adults with physical disabilities. The provider is Thorntoun Limited.

We carried out an unannounced inspection of the care home on 17 and 18 February.

People were cared for by staff who were familiar with their needs, and interactions between staff and residents were warm and caring. Relatives spoke positively about the care their family members received and told us about weekly updates provided by staff. Due to the complex needs of the people, we suggested more creative facilitation of safe, essential family contact needed to be put in place.

Staff were responsive to people's changing health needs and used external health services appropriately. People were well cared for however, personal plans did not always clearly reflect people's health and wellbeing needs and preferences.

The home and equipment were clean and enhanced cleaning schedules were in place. The environment was uncluttered and well maintained. PPE access and disposal were good however, the correct processes were not always followed for the management of infection prevention and control. Improvements were needed to the laundry area and management of used linen. To ensure staff were competent, they had received infection prevention and control training and their practice was observed.

Staffing levels need to be regularly reviewed to take account of additional cleaning and cooking tasks and ensure these do not impact on people's care needs being met.

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

## **Evaluations**

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

## **Eskgreen, Musselburgh**

Eskgreen is registered to provide care to 30 older people. The provider is East Lothian council.

We carried out an unannounced inspection of the care home on 17 February with Healthcare Improvement Scotland.

People were very complimentary about the support received. Staffing levels were sufficient to meet people's health and wellbeing needs. There were kind and compassionate interactions between staff and people experiencing care. This extended to times when people were self-isolating in their rooms. One-to-one and small group activities were taking place and social distancing was being practiced.

Visiting was supported in line with guidance. People were supported to maintain contact with family and friends using technology. Arrangements were in place to update families about their relative's care.

PPE supplies were sufficient and easily available. There were enhanced cleaning schedules and all staff received training in infection prevention and control. Staff used PPE appropriately.

The management of clinical waste, infection prevention and control, and laundry was adequate. The clinical waste bins needed to be stored in a secured area to prevent cross infection. The home needed refurbishment and redecoration to ensure that all areas could be effectively cleaned. This would help reduce the risks of cross infection.

Personal planning and end-of-life care needed to improve to reflect people's wishes as well as best practice guidance around COVID-19 outbreaks.

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

7.1 People's health and wellbeing – Adequate

7.2 Infection prevention and control practices – Adequate

7.3 Staffing arrangements – Adequate

## Ashton Grange, Glasgow

Ashton Grange is registered to provide care to a maximum of 26 older people. The provider is Keane Premier Health Care Glasgow Limited.

We carried out an unannounced inspection between 17 and 19 February with Healthcare Improvement Scotland.

People living in the home were happy with their care and were treated with dignity and respect. Staff levels were appropriate to meet people's needs and there was good team working. People were supported by staff who were familiar with their preferences. Choices of day-to-day activities were offered. Appropriate measures were in place to maintain social distancing. Staff also supported people to move around safely to help reduce stress and distress reactions.

Staff supported people to maintain contact with family and relatives using technology. Families were positive about contact from the home and they felt informed and involved. Up-to-date personal plans supported staff to meet people's health, welfare and safety needs were to be met.

PPE supplies were good and readily available throughout the home. However, we identified significant concerns relating to infection prevention and control practice. The service responded during our inspection to make changes to laundry management in line with good practice. Enhanced cleaning schedules were in place, but further work was needed to ensure a clean and safe environment.

Staff practice around infection prevention and control needed to improve to be effective. A programme of staff training on infection prevention and control was ongoing. During our inspection, additional quality assurance measures were introduced, and management and leadership oversight was increased to support the improvements.

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

We will undertake a further visit to monitor progress.

### Evaluations

Overall evaluation for key question 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

## Golfhill Care Home Glasgow

Golfhill Care Home is registered to provide care to 105 older people. The provider is Advinia Care Homes Limited.

We carried out an initial inspection of the service on 8 September. The findings are outlined in our report laid before Parliament on 16 September. We completed a further visit to the home on 13 October to follow up on the improvements that we required. The findings are outlined in our report laid before Parliament on 28 October.

We completed a further visit on 13 January to follow-up on the outstanding requirements. The findings are outlined in the report laid before Parliament on 20 January.

We visited the service again on 17 February. Improvements were evident in areas including assessment and monitoring, and in support for specific health needs including nutrition and falls management. There was an increased focus on training about health care issues. There was a better system in place to monitor the quality of care provided to people.

We will continue to monitor and support the service to sustain the improvements made.

We informed Glasgow City health and social care partnership of our findings. We reviewed the evaluation for this care home based on our findings at this inspection. The updated evaluations are set out below.

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People’s health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Ferrylee, Edinburgh**

Ferrylee is registered to provide care to 43 older people, of which 16 places can be for a short stay. The provider is City of Edinburgh council.

We carried out an unannounced inspection of the care home on 17 February with Healthcare Improvement Scotland.

People were supported by staff who knew them and who were familiar with their choices and preferences. Measures were in place to maintain social distancing and people were supported to move and interact. Staff were attentive and had regular interactions with people. This helped support good physical and mental health.

People were supported to maintain contact with family and relatives using technology. Indoor and garden visits were in line with guidance and essential visits were arranged when appropriate.

Families were involved in their relatives' care and were informed about changes promptly. Feedback from families was very positive about the care and support of their relatives.

The home was clean, and records were in place. PPE supplies were available for staff throughout the home. We gave advice about cleaning products used.

Staff received training and were knowledgeable about COVID-19 and infection prevention and control. Staffing arrangements were sufficient to meet the needs of the people receiving care.

Staff said they felt safe and supported in carrying out their duties.

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

## Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Very good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Very good

## Millburn Homes, Cambuslang

Millburn Homes is registered to provide care for 20 people. The provider is Parkcare Homes (No.2) Limited.

We carried out an unannounced inspection of the home with Healthcare Improvement Scotland on 18 February. 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. 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 on 18 February which detailed immediate action the home must take before our return on 22 February.

We completed a further visit on 22 February with Healthcare Improvement Scotland. We found there had been significant improvements in relation to cleanliness and infection prevention and control practice.

An assessment and replacement of all equipment was carried out to support reduction in the risk of infection. A deep clean of all living areas had been completed to support people's safety and wellbeing. This included an extensive quality assurance process being put in place.

COVID-19 care plans were in place although further work was required to ensure they were consistently updated and implemented to support people's needs.

We informed South Lanarkshire 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?' – 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

## Kingsacre Luxury Suites, Clydebank

Kingsacre Luxury Suites is registered to provide care to 66 older people. The provider is Kingsacre Care Limited, which is part of the Care Concern Group.



We carried out an inspection of the service on 16 September with Healthcare Improvement Scotland and completed a follow-up inspection on 15 December. The findings are outlined in our reports laid before Parliament on 30 September and 23 December, respectively. We completed an unannounced inspection with Healthcare Improvement Scotland on 13 January. The findings are outlined in our report laid before Parliament on 3 February.

We carried out an inspection with Healthcare Improvement Scotland on 18 February. We found improvements to healthcare, wellbeing, infection prevention and control and staffing.

We saw kind and compassionate care delivered. Staff were available in sufficient numbers to provide the support people needed. Staff were supported to reflect on their experiences to promote resilience.

A dependency assessment was used to consider the number of staff on each shift. Additional support was also provided to the management team so that actions documented in their improvement plan could be progressed.

Information sharing and recording had improved.

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

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

## **Clashfarquhar House, Stonehaven**

Clashfarquhar House is registered to provide care to 21 older people. The provider is Church of Scotland, trading as Crossreach.

We carried out an unannounced inspection of the care home on 18 and 19 February with Aberdeenshire health and social care partnership.

We found that people living in the service were well cared for and happy with the service. Staff demonstrated respect and kindness in their interactions with people.

Some people were able to maintain contact with their loved ones using technology. However, those in need of greater assistance were not always supported to do this. Visiting was in line with current guidance.

There were not enough staff available in the morning. People received the personal care required but other meaningful engagement was limited. Some people sat in their rooms or day areas for extended periods of time. Activities were only provided in the afternoon.

Staff adhered to social distancing measures when possible and supported residents to do the same. The building had narrow corridors, which limited the ability to maintain safe social distancing.

The accommodation needs refurbishment. Infection prevention and control was compromised by the laundry environment and management of used linen. There were not enough clinical waste bins at the point of care and storage of PPE was not satisfactory.

The environment was cluttered and disorganised and this impacted on thorough cleaning of areas of the home. Cleaning schedules and monitoring were insufficient to ensure cleaning and decontamination were taking place.

Staff completed training but their knowledge of COVID-19 guidance was limited. Most staff wore suitable PPE, but this was not consistent and was not regularly monitored by managers.

We informed Aberdeenshire health and social care partnership of our findings and they have agreed to provide support to the home.

We will undertake a further visit to monitor progress.

## **Evaluations**

Overall evaluation for key question 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.

## **Lorimer House Nursing Home, Edinburgh**

Lorimer House Nursing Home is registered to provide care to 37 older people. The service is provided by Lorimer House Ltd.

We visited the care home with Healthcare Improvement Scotland on 5 February. The findings are outlined in our report laid before Parliament on 17 February.

We completed a further inspection of the home on 19 February with Healthcare Improvement Scotland to follow up on the required improvements relating to infection prevention and control.

We found improvement in infection prevention and control practice including in the provision of PPE. PPE was available for staff and PPE stations were fully stocked and covered. Some PPE was uncovered and stored inappropriately in a communal area.

The service had improved its cleaning procedures to comply with best practice guidance, including management of the laundry. There were additional clinical waste bins provided throughout the home.

We have informed Edinburgh health and social care partnership about our findings, and they continue to provide support to the service.

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

## **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

## **Bonchester Bridge Care Centre, Hawick**

Bonchester Bridge Care Centre is registered to provide care for up to 28 older people. The provider is St Philips Care Ltd.

We carried out an unannounced inspection on 8 December with Healthcare Improvement Scotland and issued a letter of serious concern about infection prevention and control practice. This helped to support some improvement requirements outlined in our report laid before Parliament on 23 December.

We carried out a follow-up inspection on 23 February in relation to further improvements required in infection prevention and control practice and staffing levels.

We found good levels of cleanliness throughout the home. There were good quality assurance measures in place to ensure the whole home was kept sufficiently clean. Staff knowledge had improved with enhanced training and this supported the implementation of infection prevention and control best practice.

Staffing levels were good and we were reassured that staff could respond promptly when people asked for help.

We informed Scottish Borders health and social care partnership of our findings.

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

### **Evaluations**

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

## **Louisebrae, Perth**

Louisebrae is registered to provide care to 61 older people. The provider is Mead Medical Services Limited.

We carried out an unannounced inspection of the care home between 18 and 21 January. We identified significant concerns relating to infection prevention and control and issued a letter of serious concern to the provider on 19 January. This helped to support improvements outlined in our report laid before Parliament on 3 February.

We made a further visit to the service on the 23 February to follow up on further improvements we required. We found that quality assurance for infection prevention and control had improved. Positive action had been taken in relation to staff training and practice, and staffing arrangements were better.

The level of cleanliness in the care home was good. Staffing levels were sufficient and management input was focused on efficient operation of the care home to better meet people's needs and wishes. Staff were able to spend more quality time with people. Staff had time to attend to people and be responsive to their needs.

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

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

### **Evaluations**

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

### **Lomond Court Nursing Home, Glenrothes**

Lomond Court Nursing Home is registered to provide care to 40 older people. The provider is HC-One Limited.

We carried out an unannounced inspection of the care home on 23 February with Healthcare Improvement Scotland to follow up on the outstanding requirements from our previous inspection on 2 February, the findings of which are outlined in the report laid before Parliament on 17 February.

People were supported by staff who knew them, were familiar with their choices and preferences, and treated them with dignity and respect. There was a range of activities for people. People were supported to maintain contact with family using technology due to visiting restrictions. Essential visits were in line with guidance.

The environment was clean and uncluttered. PPE was sufficient, readily available and staff used it appropriately. There were satisfactory systems in place for cleaning and infection prevention and control.

Staffing arrangements were sufficient to meet the needs of residents. Staff were knowledgeable about the signs and symptoms of COVID-19 and knew what to do if these were identified. Staff received COVID-19 training and regular updated information. Regular observation of staff practice took place to ensure this was in line with guidelines. Support for staff wellbeing was in place.

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

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

## Mitre House, Glasgow

Mitre House is registered to provide care to a maximum of five adults with learning and physical disabilities. The provider is The Mungo Foundation.

We carried out an unannounced inspection of the care home on 23 February.

People were happy with the care they received. Care staff were familiar with people's choices and preferences. We observed kind and compassionate interactions between staff and people experiencing care. However, some work was needed in respect of COVID-19 care plans to accurately reflect how people's needs were being met.

People could choose to take part in activities and were encouraged to remain active. People were supported to stay in touch with friends and family.

The communal areas of the home were clean and free of clutter. There was a good variety of spaces for people and this helped them to practice social distancing. People were supported to understand how to keep themselves safe during the pandemic.

Staff had very good knowledge about the correct use of PPE and infection prevention and control practice.

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

### Evaluations

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

Quality indicator (QI) evaluations:

QI 7.1 People's health and wellbeing – Good

QI 7.2 Infection control practices – Very good

QI 7.3 Staffing arrangements – Very good

## Darnley Court, Glasgow

Darnley Court is registered to provide care to a maximum of 120 older people. The provider is HC-One Oval Limited.

We carried out an initial inspection of the service on 26 January with Healthcare Improvement Scotland. The findings are outlined in our report laid before Parliament on 3 February. We completed a further visit to the home on 24 February to follow up on the improvements that we required.

We found better systems and audits in place for checking the cleanliness of care equipment, to ensure good standards were met. Staff knowledge and training about COVID-19 and infection prevention and control had improved.

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

### Evaluations

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

## **Braid Hills Nursing Centre, Edinburgh**

Braid Hills Nursing Centre is registered to provide care to 95 older people, some of whom will have dementia, and to a maximum of 24 adults with a physical disability. The provider is BUPA Care Homes (ANS) Limited.

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

We completed a further visit to the home on 12 November with NHS Lothian, the findings of which are outlined in our report laid before Parliament on 25 November.

We visited again on 29 December and found serious concerns with the cleanliness of the environment, infection prevention and control practice and quality assurance. We issued a letter of serious concern outlining improvements that required to be put in place. We carried out a further visit on 2 January 2021. We found limited progress and issued an improvement notice to the provider. The findings from that inspection are outlined in our report laid before Parliament on 6 January.

We completed a further inspection on 13 January and found that additional management support had contributed to improvements. The environment, furniture and furnishings were clean and in good working order. There was sufficient supply of PPE and clinical waste disposal was appropriate. Staff practice followed Health Protection Scotland infection prevention and control guidance.

Communication within the staff group had improved and this had helped improve outcomes for people who live at the service. There were enough staff available to meet people's needs.

We carried out an inspection of the service on 24 February with Healthcare Improvement Scotland. We found further improvement in the cleanliness of the environment, infection prevention and control practice and quality assurance. Staff knowledge of supporting people living with dementia had improved, and people were taking part in meaningful activities. The mealtime experiences for people had improved.

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

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

### **Evaluations**

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

Quality indicator (QI) evaluations:

Q1 7.1 People's health and wellbeing – Adequate

Q1 7.2 Infection prevention and control practices – Adequate

Q1 7.3 Staffing arrangements – Adequate

## **Woodside Court Nursing Home, Glenrothes**

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

We carried out an unannounced inspection of the care home on 26 January.

We identified significant concerns relating to meaningful engagement and activities, and infection prevention and control. We issued a letter of serious concern to the provider on 26 January. This contributed to improvement, which we outlined in our report laid before Parliament on 17 February.

We completed an unannounced inspection of the care home on 25 February.

People were supported to stay both physically and mentally well and were able to have regular contact with family and friends. Visiting was restricted to essential visitors only. There were appropriate measures in place to maintain social distancing and support people to move around safely.

We saw residents and staff enjoying and engaging in meaningful activities. The staff team was responsive to people's wellbeing needs and there was good evidence of linking with external agencies.

The home was clean, tidy, and well maintained. Care equipment was clean. PPE supplies were good and available for staff throughout. The home had developed systems to audit infection control measures and staff practice, including hand washing and the use of PPE.

Staffing levels met people's needs and this allowed staff to spend time with residents.

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

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

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