



Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 7 July 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 June 2021.

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

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

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

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

The quality indicators (QI) for key question 7 are:

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

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

QI 7.3: Staffing arrangements are responsive to the changing needs of people experiencing care.

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

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

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

QI 1.1 People experience compassion, dignity and respect

QI 1.2 People get the most out of life

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

QI 1.4 People are getting the right service for them

Key question 2: How good is our leadership?

QI 2.1 Vision and values positively inform practice

QI 2.2 Quality assurance and improvement is led well

QI 2.3 Leaders collaborate to support people

QI 2.4 Staff are led well

Key question 3: How good is our staff team?

QI 3.1 Staff have been recruited well

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

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

Key question 4: How good is our setting?

QI 4.1 People experience high quality facilities

QI 4.2 The setting promotes people's independence

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

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

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

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

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

Rawyards House Care Home, Airdrie

Rawyards House Care Home is registered to provide care for 97 people. The provider is RH Independent Healthcare Limited.

We inspected the home with Healthcare Improvement Scotland on 25 February and returned to the service on 1 and 2 March with Healthcare Improvement Scotland. We outlined our findings in the report laid before Parliament on 17 March. We completed a further inspection of this home on 30 March the findings of which were outlined in our report to parliament on 14 April.

We completed a further visit to the home on 28 June to follow up on improvements that were required.

We found that the quality of information in care plans had improved to ensure sufficient detail was available to inform staff practice. There was good evidence of links to other health professionals to ensure people's health and wellbeing were maintained.

There had also been improvements to provision of resident activities, mealtimes, maintenance records, staff meetings and recruitment procedures. We observed kind and compassionate interactions between people living in the service and staff. Care staff were familiar with people's care and support needs.

Visiting was being progressed in line with Scottish Government Open with Care guidance. People were receiving visitors in the home and had taken part in community events, albeit tentatively, and the provider committed to developing this further.

The staffing arrangements were sufficient to meet the physical and health care needs of the people receiving care in the service.

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

Evaluations

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

Dounemount Care Home, Macduff

Dounemount Care Home is registered to provide care to 34 older people. The provider is Dounemount Care Ltd.

We carried out an initial inspection of the service on 24 May, the findings of which were outlined in the report laid before parliament on 9 June.

We completed a further visit to the home on 15 and 16 June to follow up on the improvements that were required.

Progress had been made, however further improvement was required and changes needed to be embedded.

Reviews had been held, or were planned, for all residents and all care plans were being rewritten in a person-centred format. This should give staff the information to offer appropriate support and meaningful engagement throughout the day, including in times of distress. Investigation was ongoing into how accidents and incidents were managed, with a view to identifying errors in the system and areas where staff development is required.

The home was clean with good routines and schedules in place. Some small repairs and tidying had been completed. An action plan had been created for the repair and upgrade to the fabric of the building, including the window frames and the hot water system. This did not have set dates for completion and remains a priority area.

On the days we inspected, staffing levels were such that people's needs were not being met in good time. The staffing numbers were not consistent each day and the service relied on agency staff. Recruitment was underway for several positions.

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

We will undertake a further visit to monitor progress.

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

Evaluations

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

Balnacarron, St. Andrews

Balnacarron is a care home registered to provide care to 35 older people. The provider is HC-One Oval Limited.

We carried out an unannounced inspection on 5 March, the findings of which are outlined in our report laid before parliament on 17 March.

We carried out an unannounced inspection on 29 June.

People were being cared for by staff who knew them well and were knowledgeable about their needs and preferences. We saw warm and respectful interactions between staff and people experiencing care. People were being supported to remain active by taking part in a range of both group and one-to-one activities.

Staffing levels were sufficient to meet people's care and wellbeing needs. Families were being supported to visit in line with Scottish Government Open with Care guidance.

The home was clean, tidy, and well ventilated. Infection prevention and control measures and enhanced cleaning regimes were in place. The service had sustained consistent safe infection prevention and control practice. There was a sufficient supply of PPE which was stored safely and could be easily accessed by staff. Staff had received training in infection prevention and control, awareness of Covid-19 and on how to use and dispose of PPE safely.

The quality of care planning had improved and there was sufficient detail to inform staff practice. Medication administration recording and the storage of medication and medical equipment had also improved.

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

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

Evaluations

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

QI 1.1 People experience compassion, dignity and respect - Adequate

QI 1.2 People get the most out of life - Adequate

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

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

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Burnbrae, Falkirk

Burnbrae is a care home registered to provide care for 28 older people. The provider is Falkirk council.

We carried out an initial inspection of the service on 24 August 2020 with NHS Forth Valley, the findings of which were outlined in the report laid before parliament on 2 September. We visited the service with NHS Forth Valley on 8 October and outlined our findings in the report laid before parliament on 28 October. We carried out a follow-up inspection on 4 March 2021 and reported our findings in the report laid before parliament on 17 March. We inspected the service on 30 April and outlined our findings in the report laid before parliament on 12 May.

We completed further visits to the home on 15, 16 and 17 June to follow up on the requirements made during previous inspections.

We found that sufficient improvements had been made around risk assessment and care planning for people, training and quality assurance.

People who use the service looked happy and relaxed and we observed kind and warm interactions between them and staff. Visiting was taking place in line with Scottish Government Open with Care Guidance. The home had links with other health professionals, most of whom had resumed visiting the home in person.

The staffing arrangements had improved with an increase in numbers on duty both days and nights. Due to high staff absence, there was a reliance on agency staff to maintain staffing levels. Consistent agency staff were being used which reduced the impact of this on residents.

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

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

Evaluations

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

QI 1.1 People experience compassion, dignity and respect - Good

QI 1.2 People get the most out of life - Adequate

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

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

QI 2.2 Quality assurance and improvement is led well - Adequate.

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

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

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

QI 4.1 People experience high quality facilities – Adequate

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

QI 5.1 Assessment and care planning – Adequate

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

QI 7.2 Infection prevention and control practices – Adequate

Bearehill Care Home, Brechin

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

We carried out an unannounced inspection of the service over two days on 14 and 15 June.

People living at the service needed better support to get the most out of life. Activities were provided, however people spent long periods with little interaction or

meaningful activity. There were insufficient staff to support people's individual care needs and experience meaningful days.

Indoor visiting was limited and not in line with current Scottish Government Open with Care guidance. Changes were required to support increased visits and access to the local community for people living at the service and their families.

Quality assurance and monitoring of the service required improvement. Although some processes were in place, these were incomplete or had not identified concerns identified during our inspection.

Some areas of the service required improvements in relation to infection prevention and control practices. Some areas of the care home and items of equipment had not been cleaned properly or required to be replaced. There was a lack of clinical waste bins to enable safe disposal of PPE. There were insufficient staff to address all cleaning schedules to a satisfactory standard.

PPE supplies were good, and staff had received training about Covid-19 and infection control practices. Information posters were situated throughout the home, however staff did not have access to the most recently updated information. This meant there were gaps in understanding of more recent updates, and staff practice did not reflect training provided.

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

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

We will undertake a further visit to monitor progress.

Evaluations

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

QI 1.1 People experience compassion, dignity and respect - Weak

QI 1.2 People get the most out of life - Weak

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

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

QI 2.2 Quality assurance and improvement is led well – Weak

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

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak.

Three Towns Care Home, Stevenson

Three Towns Care Home is registered to provide care to 60 older people. The provider is Holmes Care Group Scotland Ltd.

We carried out an initial inspection of the service on 17 and 18 June.

Resident's health and wellbeing needs were being met in a caring and consistent way by a team of staff who were familiar with their needs and preferences. Staff liaised with other healthcare professionals for advice and support where necessary and visiting was taking place in line with Scottish Government Open with Care guidance.

We identified concerns with infection prevention and control practice in the home. Improvements were needed in relation to the cleanliness of equipment and parts of the environment, the use of PPE, record keeping and quality assurance. Further staff training was needed along with processes that confirm learning is consistently demonstrated in practice. The provider responded to our concerns and started to address the issues identified. Areas for improvement were also identified in relation to anticipatory care planning, the provision of meaningful activity and outcome-focused personal planning.

We carried out a follow-up inspection on 25 June and found two requirements we had made had been met. Infection prevention and control practices were satisfactory. Additional learning and focused staff supervision on infection prevention and control had supported improvement. Quality assurance processes had been reviewed to establish a more pro-active approach with a focus on reducing risk and promoting positive outcomes for people experiencing care.

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

Evaluations

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

QI 1.1 People experience compassion, dignity and respect - Good

QI 1.2 People get the most out of life - Adequate

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

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

QI 5.1 Assessment and care planning – Adequate

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

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate.

Chapel Level Nursing Home, Kirkcaldy

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

We carried out an unannounced visit to the care home on 14 and 21 June in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. During this visit, we also inspected the service in relation to infection prevention and control practice.

Stocks of PPE were plentiful and available for use throughout the home to support infection prevention and control practice.

The environment was clean, reducing the risk of cross infection to residents and staff. However closer attention was needed to ensure shared equipment was recorded as cleaned following use, in line with good practice guidance. Staff had received training in infection prevention and control. Staff should wash their hands more often and provide better support to residents to ensure they have opportunities to clean their hands regularly.

Staff supported people with kindness and respect, and measures were in place to maintain social distancing.

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

We will undertake a further visit to monitor progress.

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Adequate.

Daviot Care Home, Inverness

Daviot Care Home is registered to provide care to 94 older adults or adults with mental health problems. The provider is Daviot Care Ltd.

We carried out an inspection of the service on 11 December 2020, the findings of which were outlined in the report laid before parliament on 23 December.

We carried out an unannounced inspection on 15 and 16 June.

We observed kind and compassionate interactions between people. Staff were familiar with people's needs and preferences. People were able to move freely around the home and were supported to remain active. People had been supported to maintain contact with family and friends through phone calls and other technology. People were now enjoying visits in their own rooms in line with Scottish Government Open with Care guidance. Feedback from families was very positive.

Staff had enough information to meet people's needs and care for them safely. Access to external healthcare professionals was good and details of their input was clearly documented in care plans.

Staff were knowledgeable about the signs and symptoms of Covid-19 and about infection prevention and control. The care home was clean and clutter free, yet homely. There were good systems for cleaning and infection prevention and control, including enhanced cleaning schedules and robust monitoring systems. Cleaning and decontamination of reusable equipment was in line with guidance. PPE supplies were readily available and used in line with guidance.

There were enough staff to meet people's needs. There was a staffing contingency plan to help manage staff shortages. Staff felt valued and well supported. They were empowered to make decisions that had positive health outcomes for people.

We have informed NHS Highland of our findings.

Evaluations

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

QI 1.1 People experience compassion, dignity and respect - Good

QI 1.2 People get the most out of life - Good

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

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

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good.

Drummond Grange Nursing Home, Lasswade

Drummond Grange Nursing Home is registered to provide a care service to a maximum of 114 people. The provider is Barchester Healthcare Ltd.

We completed an unannounced inspection of the care home on 18 June.

We observed kind and compassionate interactions between people and staff. Staff were familiar with people's needs and preferences. People were able to move freely around the home and were supported to remain active, however further improvement was needed around one-to-one activities.

Visiting was in line with Scottish government's Open with Care guidance and people were enjoying visits in their own rooms and in the garden. Feedback from families was very positive about support to stay in touch and visit.

Staff were knowledgeable about the signs and symptoms of Covid-19. Access to external healthcare professionals was good and details of their input was clearly documented in personal plans.

Personal plans were outcome-focused and reflected people's needs and wishes. Anticipatory care plans needed to improve to identify people's needs and wishes should they become unwell.

The service was clean and well-kept in most areas, and we identified some environmental improvements. There were enhanced cleaning schedules and all staff had received up-to-date training in infection prevention and control. Fans were being used, which was not in line with best practice guidelines. Hand hygiene was not consistently completed by staff and more support was needed from staff to help residents with this.

PPE supplies were good, but we found these hard to locate around the home and they were not all fully stocked.

Staffing levels were sufficient to meet people's health and wellbeing needs.

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

We will undertake a further visit to monitor progress.

Evaluations

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

QI 1.1 People experience compassion, dignity and respect - Good

QI 1.2 People get the most out of life - Good

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

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

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

Seabank House, Aberdeen

Seabank House is a care home registered to provide care to 22 adults with mental health problems. The provider is Seabank House Committee.

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

People living in the home experienced compassionate and respectful support. Support plans clearly identified choices and preferences and the implementation of these was observed during our visit. Detailed assessments around people's health needs were contained in plans and provided guidance for staff to ensure that these were met.

People were supported to access a wide range of activities within the service and the local area along with day trips further afield. The home had reopened to indoor visiting. This was in line with Scottish Government Open with Care guidance.

Staff adopted a flexible approach and were responsive to changes in people's support needs and proactive in seeking further support for people from a range of healthcare professionals.

We had concerns in relation to several areas of infection control practice. Supplies of PPE were available, but more attention should be paid to the disposal arrangements to avoid contamination. Staff had received training around infection control, however, they did not always following guidance on the correct use of PPE. The service did not have an assurance system in place to monitor and improve staff competency in this area.

Cleaning was outsourced to an external organisation which supplied housekeeping staff throughout the mornings Monday to Friday. Cleaning schedules and audits were not in place and arrangements for cleaning were not sufficient.

The staffing arrangements were sufficient to meet people's needs.

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

We will undertake a further visit to monitor progress.

Evaluations

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

QI 1.1 People experience compassion, dignity and respect - Adequate

QI 1.2 People get the most out of life - Adequate

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

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

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak.

Holmesview, Broxburn

Holmesview is a care home registered to provide care to 60 older people. The provider is Randolph Hill Nursing Homes (Scotland) Ltd.

We carried out an unannounced visit to the care home on 15 June in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. During this visit, we inspected the service's infection prevention and control practice.

The home was generally clean, and enhanced cleaning was well organised for touch points and communal areas. More attention to detail was needed in some areas, for example mattresses and dining tables. Shared moving and assisting equipment was not routinely cleaned following its use and in line with best practice guidance. Although audits were in place, they did not effectively identify where improvements were needed.

There were sufficient supplies of PPE and staff used this appropriately, however it was not readily available for staff to use when they needed it. Alcohol-based hand rub was also not easily accessible for staff or for people living at the care home.

All staff had recently received training in Covid-19 and infection prevention and control. There were enough staff available to meet people's needs and there was a contingency plan to help manage any future outbreaks. We saw that staff worked well together and supported each other.

Staff were kind and respectful towards people experiencing care. People benefitted from a proactive approach to indoor visiting in line with Scottish Government Open

with Care Guidance. People appeared well cared for and there was a calm atmosphere.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Adequate.

Almond Court Care Home, Glasgow

Almond Court Care Home is registered to provide care for 42 older people. The provider is Holmes Care Group Limited.

We completed an unannounced inspection of the home on 16 and 17 June.

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

Personal plans guided staff to deliver person-centred care and evidenced that people were being supported with the things that were important to them. This included the way people wished to be supported, their routines and the activities they liked to participate in.

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

Relatives provided positive feedback about the care of their relatives. Indoor visiting was being facilitated in line with Scottish Government Open with Care guidance, and outings and activities away from the home were being supported.

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

There were sufficient supplies of PPE and staff were using this appropriately. Enhanced cleaning schedules were in place and staff were aware of infection prevention and control practice. Laundry procedures were well managed. The home was clean and free from clutter and odour.

Staff morale was good and they felt supported by the management team.

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

Evaluations

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

QI 1.1 People experience compassion, dignity and respect - Good

QI 1.2 People get the most out of life - Good

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

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

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good.

Millview Care Home, Barrhead

Millview care home is registered to provide care and support for up to 41 older people and people with a disability. The Provider is Advinia Care Homes Ltd.

We carried out an unannounced inspection of the care home on 22 and 23 June.

We found that staff knew the choices and preferences of residents. They were attentive and kind but were focused on support tasks leaving little time to spend meaningfully with residents. There were good links with external health professionals to support the health needs of residents. Appropriate measures were in place to maintain social distancing and residents were supported to keep in touch with their family and friends in line with Scottish Government Open with Care guidance.

There was a programme of activities that were mainly individual and small group activities. We could see that some residents really enjoyed what was on offer. For those living with dementia there was a need for more meaningful activities and opportunities. The social areas and garden were not being used for the full benefit of residents. We asked the provider to undertake an audit of the environment to ensure that residents were able to make full use of all the facilities, for their enjoyment.

The premises, some furnishings and equipment were superficially clean. However, we found areas such as dining room furniture, the laundry and sluices where staff were not following current guidance to keep these areas clean and infection free. There was a lack of quality assurance and management oversight. The external management team responded immediately, and action was taken to address these deficits.

Staffing arrangements were sufficient to meet the people's needs, but staff needed to be more person centred in their practice. Staff demonstrated a good understanding of infection prevention and control procedures and the safe use and disposal of PPE.

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

Evaluations:

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

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

Quality Indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

Torrance Lodge, Kilmarnock

Torrance Lodge is a care home registered to provide care for 88 adults aged 50 and above. The provider is Thorntoun (Ayrshire) Ltd.

We completed an unannounced inspection of the care home on 21 June.

We observed kind and compassionate interactions between people living in the service and staff. Care staff were familiar with people's care and support needs. Visiting was taking place in line with Scottish Government Open with Care guidance. The home had good links with a range of health professionals to ensure people's health and wellbeing was maintained.

The provider and manager took immediate action to increase staffing levels in response to our concerns that staffing arrangements, including staff deployment decisions, did not always meet the needs of people receiving care. The risk assessment process to help keep people safe when newly admitted needed to improve. Care planning and assessment adequately reflected people's needs.

An enhanced cleaning schedule ensured the care home was clean, tidy, and free of clutter. There was an effective system for laundry and waste to reduce the risk of infection. Staff had access to ample PPE, which was stored appropriately around the service. Ongoing training and staff observations promoted good standards of infection prevention and control around the home.

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

Evaluations

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

QI 1.1 People experience compassion, dignity and respect - Good

QI 1.2 People get the most out of life - Adequate

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

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

QI 7.2 People's health and wellbeing – Good

QI 7.3 Staffing arrangements – Adequate

Nightingale House Care Home, Paisley

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

We carried out an unannounced inspection in the home on 28 and 29 April, the findings of which were outlined in our report laid before parliament on 12 May.

Following this inspection, we were alerted to concerns around responsive care and support, staffing, and the environment. A further unannounced inspection was carried out on 16 June.

We found there was a decline in the overall cleanliness of the environment and a reduction in core staffing.

Staffing had been maintained at a satisfactory level, however the loss of core staff meant there was an increased reliance on agency staff. The increased use of temporary staff and the reduction in core staff meant the assessed and changing needs of some people in relation to medication management, skin care and nutrition was compromised. The assessment of staffing must ensure there are sufficient staff with the appropriate skills and knowledge to ensure safe health and care outcomes for people.

Improved access to a range of external healthcare professionals was developing to help support and benefit people's health.

There were adequate supplies of PPE available and staff used it appropriately. Working between residents, staff were seen to practice hand hygiene and there were adequate bins for disposal of PPE.

Staff had received some training. However, the reduction in core and senior trained staff meant we were less confident about staff knowledge and the application of safe practice, including infection prevention and control. Quality assurance processes to ensure staff practice remained embedded and in line with guidance had been paused due to staffing challenges.

Management oversight of the service needed to improve, underpinned by direction, leadership, robust quality assurance systems and governance processes.

Improvements were actively progressed by the provider during the inspection. A new manager with appropriate experience had been appointed and was expected to take forward these improvements.

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

We will undertake a further visit to monitor progress.

Evaluations

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

QI 1.1 People experience compassion, dignity, and respect - Weak

QI 1.2 People get the most out of life - Weak

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

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

QI 7.2 Infection prevention and control practices - Weak

QI 7.3 Staffing arrangements - Weak

Milford House Care Home, Edinburgh

Milford House Care Home is registered to provide care to 28 older people. The provider is Renaissance Care (No 5) Limited.

We carried out an initial inspection of the service on 23 October 2020 with NHS Lothian, the findings of which were outlined in our report laid before parliament on 11 November. We carried out a follow-up inspection on 12 January, the findings of which were outlined in our report laid before parliament on 20 January.

We returned to the service on 17 and 18 June to ensure that improvements had been sustained. We found there had been continued improvement.

We observed respectful, kind and compassionate interactions between staff and people experiencing care. Feedback from relatives was very positive. People were benefiting from time with families in line with Scottish Government Open with Care guidance.

People's health and care needs had been reviewed and care plans had good detail to support staff to meet people's health and care needs. This included anticipating people's future wishes should their health change. Staff had positive working relationships with external practitioners who helped to support positive outcomes for people living in the service. Arrangements were in place to ensure relatives were updated about changes in their family member's health and wellbeing.

The service found it a challenge to engage people to attend planned activities and was considering a change in the approach to build people's social confidence and involvement in events.

The home was clean, tidy and well maintained. Enhanced cleaning schedules were in place. The home managed laundry and clinical waste in line with guidance. There were good supplies of PPE and staff were seen to use, wear and dispose of PPE appropriately. People and staff had ready access to hand sanitiser and good hand washing was promoted. Posters and guidance throughout the home promoted best practice in these areas. Staff knowledge about infection prevention and control was good and several Covid-19 related audits and checks were being undertaken regularly.

There were enough staff to meet people's health and care needs with staffing levels recently reviewed.

We informed Edinburgh 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

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

QI 1.1 People experience compassion, dignity and respect – Very Good

QI 1.2 People get the most out of life - Good

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

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

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

The Meadows (Care Home), Dornoch

The Meadows (Care Home) is registered to provide care to 40 older people. The provider is Dornoch Medical Care Ltd.

We carried out an unannounced inspection and a complaint investigation of this service on 13 and 14 June. We will report on the outcome of the complaint in line with our complaints process.

Staff were compassionate and supported people with kindness and respect. People living in the home were supported to stay in touch with family and friends. The service followed Scottish Government Open with Care guidance and people were enjoying indoor visits.

Some areas of the home were cluttered and not clean. Whilst cleaning schedules were in place, these were not consistently completed and there was limited evidence of enhanced and deep cleaning that would decrease the risk of infection.

Staff did not have ready access to PPE and there were not enough bins to support the safe disposal of used PPE. There was not enough hand sanitiser to support good hand hygiene. Clinical waste and soiled linen were not being consistently managed in line with guidance.

Care plans did not consistently reflect people's health and care needs and some lacked sufficient detail to support staff to meet these needs.

Staff numbers were inconsistent, impacting on staff capacity to meet people's health and care needs.

We informed NHS Highland of our findings.

We will undertake a further visit to monitor progress.

Evaluations

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

- QI 1.1 People experience compassion, dignity and respect – Good
- QI 1.2 People get the most out of life – Adequate
- QI 1.3 People’s health benefits from their care and support – Weak

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

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

Cowdray Club, Aberdeen

Cowdray Club is a care home registered to provide care to a maximum of 35 older adults. The provider is Renaissance Care (No1) Limited.

We carried out an initial unannounced inspection of the service on the 30 April and 6 May, the findings of which are outlined in our report laid before parliament on 26 May.

We inspected the home on 21 June to follow up on the improvements that were required.

The leadership team had progressed improvements in infection prevention and control practice and staff training. Improved care plans contained accurate information about health and wellbeing and were supported by clear assessments and required-care interventions. The home was clean, with appropriate PPE available and good staff practices in using this.

Training had taken place and recent audits had identified improvement actions needed. Monitoring of staff practice was now in place to ensure the learning from training was implemented.

We continued to observe kind and compassionate interactions between staff and people experiencing care. Staffing arrangements had improved, which supported improved care outcomes for people who were more engaged with staff and enjoying some activity. The home was supporting visiting in line with Scottish Government Open with Care guidance.

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

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

Evaluations

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

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

Simeon Care for the Elderly Limited, Aberdeen

Simeon Care for the Elderly Limited is a care home registered to provide care to 23 older people. The provider is Simeon Care for the Elderly Ltd.

We carried out an unannounced inspection of the care home on 21 June.

There was a homely and relaxed atmosphere in the home. Staff had time to be with people, supporting them with whatever they required, in a truly individualised manner. There was a variety of meaningful activities, with an emphasis on moving and being outside, and ensuring everyone had a chat each day. This kept people physically moving and meant they were not isolated and lonely.

Relatives appreciated how well communication had been maintained over the past year. Visiting had resumed for the garden, for an indoor specified room and for outings in car or a walk. The home plans to enable visiting in people's bedrooms over the next two weeks.

The home was clean, tidy, and well maintained. The communal areas around the home had been adapted for the purposes of social distancing. PPE supplies were good and were available for staff throughout the home. Staff had received training and were knowledgeable about Covid-19 and infection prevention and control.

The staffing arrangements were sufficient to meet the needs of the people receiving care in the service, and extra staff had been employed to cope with demands from Covid-19 restrictions.

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

Evaluations

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

QI 1.1 People experience compassion, dignity and respect – Very Good

QI 1.2 People get the most out of life - Good

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

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

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Very Good.

Moncreiffe Nursing Home, Bridge of Earn, Perth

Moncreiffe Nursing Home is registered to provide care for up to 34 older people. The service is operated by Bryden Foods (Perth) Ltd.

We carried out an unannounced inspection with Healthcare Improvement Scotland on 23 and 25 June 2020, the findings of which were outlined in our report laid before parliament on 8 July. We undertook a follow-up inspection on 1 September, the findings of which were outlined in our report laid before parliament on 16 September.

A further visit took place on 16 November, the findings of which were outlined in our report laid before parliament on 25 November.

We inspected the service again on 22 June 2021.

There were kind and compassionate interactions between staff and residents. Personal plans reflected people's likes and preferences and informed staff of people's wishes should they become unwell. There was appropriate contact with external health professions to support people's healthcare needs. We identified a need to improve social stimulation and increase opportunities for people to engage in meaningful activities. Whilst there were processes in place for indoor and outdoor visiting, the service was not yet fully compliant with Scottish Government's Open with Care guidance.

There were enhanced cleaning systems in place, in line with infection prevention and control guidelines. PPE was used and disposed of in line with best practice and staff were knowledgeable about infection prevention and control measures. Quality assurance processes were in place to support a reduction in the risk of infection.

We identified concerns regarding the process in place for administering medication and auditing of it. We were also concerned about incidents of concern in the service that managers had not reported to us.

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

We will undertake a follow-up inspection to monitor improvements in these areas.

Evaluations

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

QI 1.1 People experience compassion, dignity and respect – Good

QI 1.2 People get the most out of life - Adequate

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

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

QI 2.2 Quality assurance and improvement is led well - Weak

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

QI 5.1 Assessment and care planning reflects peoples' needs and wishes - Good

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

QI 7.2 Infection prevention and control practices - Good

QI 7.3 Staffing arrangements – Good

North Inch House, Perth

North Inch House is a care home registered to provide care for up to 78 older people accommodated in two units known as North Inch House and North Grove. The provider is Balhousie Care Limited.

We carried out an unannounced inspection on 16 March with Healthcare Improvement Scotland, the findings of which are outlined in our report laid before parliament on 31 March. We completed an unannounced visit to the home on 12 May, the findings of which are outlined in our report laid before parliament on 26 May. We completed further inspection of the service on 9 June, the findings of which are outlined in our report laid before parliament on 23 June.

We carried out an unannounced inspection of this care home on 22 June.

People living in the home were supported to stay in touch with friends and relatives and indoor visiting followed the principles of the Scottish Government Open with Care guidance.

PPE supplies were good and hand sanitiser was available throughout both buildings of the home. The service had made improvements that had been required in the laundry. North Inch House was clean and tidy, however in North Grove we identified significant concerns relating to the cleanliness of the environment. We also observed equipment being used that was not clean.

We identified serious concerns about the care people were receiving, relating to the administration of medication. The recording of administered medication and subsequent auditing of records was inconsistent, and records were not always completed. We were not satisfied that people were being supported to take their medication. Previous requirements we had made to improve this had not been met.

As a result of our findings, we issued the service with an improvement notice.

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

We will undertake further visits to follow up on improvements required and to monitor progress.

Evaluations

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

QI 1.1 People experience compassion, dignity and respect - Adequate

QI 1.2 People get the most out of life - Adequate

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

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

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak.

Riverside View, Dundee

Riverside View is a care home registered to provide care to 60 older people. The provider is HC-One Limited.

We carried out an unannounced inspection and complaint investigation on 19 May, the findings of which are outlined in our report laid before parliament on 26 May.

We carried out a further unannounced inspection of the care home on 24 June to follow up on the improvements we required regarding care planning and cleanliness.

The standard of care planning had improved, and staff had enough information to meet people's needs and care for them safely. Access to external healthcare professionals was good and details of their input was clearly documented in care plans.

Increased monitoring of enhanced cleaning schedules had been introduced since the previous inspection. The care home was clean and clutter free, yet homely. There were good systems for cleaning and infection prevention and control. Clinical waste management was improved. Cleaning and decontamination of reusable equipment was in line with guidance. PPE supplies were readily available and used in line with guidance.

We observed kind and compassionate interactions between people. Staff were familiar with people's needs and preferences. People were able to move freely around the home and were supported to remain active.

People had been supported to maintain contact with family and friends through phone calls and other technology. People were enjoying visits in their own rooms in line with Scottish Government Open with Care guidance.

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

Evaluations

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

Matthew Fyfe Care Home, Dunfermline

Matthew Fyfe Care Home is registered to provide care for up to 32 older people. The provider is Fife council.

We carried out an unannounced inspection of the care home on 22 June.

People in the home were supported by staff who knew them and were familiar with their preferences and choices. We observed some good interactions between staff and people who lived there. People had been encouraged and supported to keep in

touch with their families, however visiting was not yet fully in accordance with Scottish Government Open with Care guidance.

There were sufficient staff to meet the needs of people experiencing care in the service. Additional staff were present due to temporary redeployment from other services. A process to continually assess dependency needs was not in use, making it difficult to evaluate staffing levels.

Medication management was safe and staff knowledge of people's medication needs was good. Care plans provided adequate detail to guide care but lacked evaluation. Anticipatory care plans were inconsistent in their reflection of people's choices for their end-of-life care.

The general environment was clean with enhanced cleaning schedules in place. Domestic staff were knowledgeable and increased numbers of cleaning staff had been made available. Staff were following the guidance that they had been given. The guidance being followed within the home was not the most up-to-date guidance currently available but the manager quickly acted to respond to the most up-to-date guidance. There was adequate access to PPE.

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

Evaluations

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

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements - Adequate

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

QI 1.1 People experience compassion, dignity and respect – Good

QI 1.2 People get the most out of life – Adequate

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

Four Hills Care Home, Ruchill, Glasgow

Four Hills Care Home is registered to provide care for 120 older people. The provider is Barchester Healthcare Limited.

We completed an inspection of the home on 22, 23 and 25 June.

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

Information within personal plans guided staff to deliver person-centred care to ensure people were supported with the things that were important to them. This included the way people wished to be supported, their routines and the activities they liked to participate in.

Relatives provided very favourable feedback about the care of their relatives. Indoor visiting was being facilitated in line with Scottish Government Open with Care guidance, and outings and activities away from the home were being supported.

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

There were sufficient supplies of PPE and staff were using this appropriately. Enhanced cleaning schedules were in place and staff were aware of infection prevention and control practice. Laundry procedures were well managed. The home was clean and free of clutter and odour.

Staff were available in sufficient numbers to meet people's needs. Staff morale was good, and they felt supported by the management team.

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

Evaluations:

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

QI 7.3 Staffing arrangements – Good

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

Quality indicator (QI) evaluations:

QI 1.1 People experience compassion, dignity, and respect – Good

QI 1.2 People get the most out of life – Very Good

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

Hallhouse Care Home, Kilmarnock

Hallhouse Care Home is registered to provide a care service to a maximum of 47 older people. The provider is Hallhouse Care Limited.

We carried out an unannounced inspection of the service on 22 and 23 June.

The environment was clean and tidy. Enhanced cleaning schedules were in place, which included frequently-touched points. The laundry was well managed. PPE was available and used appropriately by staff. Clinical waste bins in the corridor areas required to be upgraded. New bins were ordered during the inspection. The cleanliness of some equipment and furnishings used by residents was a concern. These issues were addressed during the inspection.

Scottish Government Open with Care visiting guidance had been implemented and people benefited from seeing those who were important to them. The feedback from relatives was very positive.

The service was in the process of changing the format of people's care plans. The home worked well with external professionals to support people's health. The management of people's medication was safe overall, we found some improvements could be made in key areas.

The home had put in place appropriate measures to maintain social distancing. Staff had completed infection prevention and control training and were putting this into practice.

There had been a recent high turnover of staff which had affected staffing levels. This was being addressed on a temporary basis with the use of agency staff. The home must have a permanent and stable staff team in place.

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

We will undertake further visits to monitor progress.

Evaluations

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

QI 1.1 People experience compassion, dignity, and respect – Adequate

QI 1.2 People get the most out of life – Adequate

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

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

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing Arrangements – Adequate

Hillside View Nursing Home, Paisley

Hillside View Nursing Home is registered to provide care to 57 adults and older people. The provider is HC-One Limited.

We carried out an unannounced visit to the care home on 22 June in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. During this visit, we inspected the service in relation to infection prevention and control practice.

The care home was working in accordance with current infection prevention and control guidance. On the day of our visit, we found the environment to be clean and well maintained. There were good quality assurance processes in place to ensure adherence to current infection protection and control guidelines.

Regular testing was in place for staff and people experiencing care. PPE supplies were plentiful, and we observed this being used appropriately by staff. Measures were in place to ensure people observed social distancing.

Four infection control champions had been identified by the service to promote good practice. Staff had received training on infection prevention and control, and this was reflected in the knowledge and good practice we observed.

Visiting was taking place in line with Scottish Government Open with Care guidance.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Very Good

Pitkerro Care Centre, Dundee

Pitkerro Care Centre is a care home registered to provide care to 70 older people.

The provider is Pitkerro Opco Ltd.

We carried out an inspection on 24 June 2020, the findings of which are outlined in our report laid before parliament 8 July. We completed a further visit to the home on 17 July and outlined our findings in the report laid before parliament on 5 August.

We carried out an unannounced inspection of the care home on 22 May, the findings of which are outlined in our report laid before parliament on 9 June.

We completed a further visit on 23 June to follow up on improvements required.

The service was continuing to progress implementation of Scottish Government's Open with Care guidance. It needed to continue to extend visiting in line with current guidance and in response to feedback from families and residents.

Individual personal plans provided sufficient information on how current care and support needs were being managed. The service had good links with external professionals to support wellbeing. The service was working towards improving social stimulation and increasing opportunities for people to engage in meaningful activities and this should continue to progress.

The home environment was generally clean and well maintained. Laundry management had improved, ensuring infection control measures were applied consistently. PPE supplies were good, stored properly and easily accessible for staff throughout the home.

The staffing arrangements were sufficient to meet the physical and health care needs of the people receiving care in the service. Staff had received appropriate training. The service had further developed induction and practice observation to ensure that best practice is fully embedded and maintained across the service.

We informed Dundee health and social care partnership of findings.

We will undertake a further visit to monitor progress.

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

Evaluations

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

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.

Highgate Care Home, Uddingston

Highgate Care Home is registered to provide care for up to 80 older people. The provider is HC-One Oval Limited.

We carried out an initial inspection of the service on 13 and 14 May, the findings of which are outlined in our report laid before parliament on 26 May.

We carried out an unannounced inspection of the care home on 23 June to follow up on improvements required relating to the management of falls, infection prevention and control and staffing levels.

The provider had made good progress in addressing our requirements. Residents' falls were appropriately recorded, and action was taken to reduce further incidents. Infection prevention and control had improved through additional staff training, direct observations of practice and increased management oversight.

We were satisfied staffing levels were appropriate to meet the support needs of the people living in the care home.

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

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

The updated evaluations are set out below.

Evaluations

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

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.

Antonine House, Glasgow

Antonine House is a care home registered to provide care to 81 older people. The provider is Antonine Care Limited, part of Meallmore Ltd.

We carried out an unannounced visit to the care home on 23 June in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. During this visit, we inspected the service's infection prevention and control practice.

The home was clean and well maintained. Enhanced cleaning was in place for touch points and communal areas. There were sufficient supplies of PPE and all staff had received training in Covid-19 and infection prevention and control. Infection prevention and control audits should be reviewed to ensure they identify when staff need additional support.

Staff interactions with people were kind and respectful. Visiting was supported and encouraged. People were supported to physically distance in lounge areas sensitively.

Staffing levels were very good and staff worked well together.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Good.

Haddington Care Home, Haddington

Haddington Care Home is registered to provide a care service to a maximum of 68 older people. The provider is Haddington Care Ltd.

We carried out an unannounced visit of this care home on 23 June in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. During this visit, we inspected the service in relation to infection prevention and control practice.

The home was clean and well maintained. Enhanced cleaning was in place for touch points and communal areas. Cleaning schedules were in place and robust quality assurance systems were in place for monitoring these processes.

There were sufficient supplies of PPE and staff used this appropriately. PPE stations were well stocked, but the number should be increased to ensure PPE is available near to the point of use.

Staff were compassionate and respectful towards people experiencing care. People were supported to keep in contact with friends and family and visiting was encouraged. People were supported to go out in their community safely. People's care plans required updating to reflect consultation with families regarding visiting. People were supported to physically distance in lounge areas sensitively.

There were enough staff available to meet the direct care people's needs and there was a contingency plan to help manage staff shortages. We saw that staff worked well together and supported each other.

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

Evaluations

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

Quality indicator (QI) evaluations:

QI 7.2 Infection prevention and control practices – Good.

Methven House Care Home, Kirkaldy

Methven House Care Home is registered to provide care for 62 older people. The provider is Kingdom Homes Ltd.

We completed an unannounced inspection on 24 May, the findings of which are outlined in our report laid before parliament on 9 June.

We completed an unannounced inspection of the care home on 24 June, to follow up on areas for improvement identified at the last inspection.

We found that people were able to have regular contact with family and friends. A dedicated Covid-19 coordinator ensured visits could be booked and all appropriate testing and safety measures were in place. The service was moving forward with visiting in line with Scottish Government Open with Care guidance.

The staff team was responsive to people's wellbeing. People living in the home were supported by care staff who were familiar with their choices and preferences. Care plans were person-centred and had sufficient detail to enable staff to meet people's needs. The home was generally clean, tidy and well maintained.

PPE supplies were good and available for staff throughout the home. Staff knowledge about infection prevention and control was good and several Covid-19 related audits and checks were being undertaken regularly. Laundry systems supported good infection prevention and control practice.

Staffing was adequate and the way dependency was calculated was under review.

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

We will undertake a further visit to monitor progress.

Evaluations

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.

Healthfield House Care Home, Ayr

Healthfield House Care Home is registered to care for 88 older people. The provider is Heathfield Care and Residential Homes Limited.

We carried out an inspection on 8 December 2020 with Healthcare Improvement Scotland, the findings of which were laid before parliament on 23 December.

We carried out an unannounced inspection of the service on 24, 25 and 28 June 2021.

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

People's health and care needs had been reviewed, and care plans had the necessary detail to support staff to meet people's health and care needs.

Staff had received training that supported them to maintain people's health and wellbeing. The home had positive working relationships with external health practitioners who helped to support positive outcomes for people.

There were enough staff to meet people's health and care needs, although areas were identified where deployment of staff could be improved.

The home was generally clean and tidy with enhanced cleaning schedules in place. The cleanliness of some items of care equipment and furnishings required improvement. The home managed laundry and clinical waste in line with guidance. There were good supplies of PPE, however additional PPE stations and disposal bins were needed.

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

We will undertake further visits to monitor progress.

Evaluations

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

QI 1.1 People experience compassion, dignity, and respect – Adequate.

QI 1.2 People get the most out of life – Adequate.

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

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

QI 7.2 Infection prevention and control practices - Adequate

Q17.3 Staffing arrangements are responsive – Adequate

Balhousie Huntly, Huntly Aberdeen

Balhousie Huntly is a care home registered to care for a maximum of 65 older people. The provider is Balhousie Care Limited.

We carried out an initial unannounced inspection of the service on 17 May, the findings of which are outlined in our report laid before parliament on 26 May.

We inspected the home on 24 June to follow up on the improvements that were required.

Improvements had been made in infection prevention and control and in the management of falls.

The home was clean with appropriate PPE available and good staff practices in using this. Monitoring of staff practice was in place to ensure that the improved practices were sustained.

Appropriate assessments of the risks to people of falling were in now in place and this helped people mobilise safely in the home and gardens.

The upgrading of the telephones and internet connectivity improved the experience for people when talking with family and friends. The home was now supporting visiting in line with Scottish Government Open with Care guidance resulting in improved visiting experiences.

Further improvement is needed to the inclusion of people in their home life. There continued to be missed opportunity to involve people and capture their views.

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

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

Evaluations

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

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

Wyndford Locks Nursing Home, Maryhill, Glasgow

Wyndford Locks Nursing Home is registered to provide care for up to 150 older people. The provider is HC-One Oval Limited.

We carried out an initial unannounced inspection on 13 May and identified improvements required. The findings of this are outlined in our report laid before parliament on 27 May.

We completed a further unannounced inspection on 25 June to follow up on the improvement we required in relation to infection prevention and control.

We found that good progress had been made by the service. The provider had identified repairs and areas that required to be refreshed through their quality assurance systems. Repairs had been made allowing for appropriate cleaning to be carried out. Redecoration was underway and flooring had been replaced in two of the units, improving the quality of the environment for people living at the home.

Visiting was taking place in line with Scottish Government Open with Care guidance.

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

Evaluations

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

Cumbrae Lodge Care Home, Irvine

Cumbrae Lodge Care Home is registered to provide a service to a maximum of 78 older people. The provider is Guthrie Court Limited, a member of the Four Seasons Healthcare Group.

We carried out an initial inspection of the service on 2 and 3 June, and a further unannounced inspection on 11 June to follow up on improvements required. The findings for both inspections were outlined in our report laid before parliament on 23 June.

On 25 June, we carried out a follow-up inspection to further assess progress on required improvements to the environment.

The provider had carried out in-depth assessments of the environment and furniture and put in place a comprehensive action plan. The action plan included dates for when the work was planned to start and target dates for when the work is supposed to be completed. There was evidence of ongoing evaluation of progress. Work progressed included the delivery of new furniture and the installation of further wall-mounted PPE stations. Refurbishment work had also started in several places.

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

Evaluations

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

Rutherglen Care Home, Glasgow

Rutherglen Care Home is registered to provide care for 225 people. It is based in South Lanarkshire. The provider is Advinia Care Homes Limited.

We carried out an initial inspection of the service on 24, 25 and 31 May, the findings of which were outlined in our report laid before Parliament on 9 June. The overall evaluation for key question 7 was weak.

We completed a further visit to the home on 25 June to follow up on the improvements that were required.

There was a lack of required progress in addressing the key areas identified for improvement including meaningful activity, staffing levels, effective management and leadership, and monitoring of people's wellbeing including falls prevention. We issued an improvement notice to the service on 30 June.

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

We will undertake further visits to monitor progress.

Evaluations

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

Westbank Care Home, Troon

Westbank Care Home is registered to provide care to a maximum of 20 older people. The provider is Westbank Care Home Limited.

We carried out an initial unannounced inspection of the service on 20 May, the findings of which were outlined in our report laid before parliament on 9 June.

We completed a further unannounced visit on 29 June to follow up on the improvements that were required.

We found people were supported by a consistent care team who knew people's preferences well. We found staff were better informed about the use of bedrails, and changes to policy and practice meant bedrails were only used when necessary and for the shortest time needed.

People described meaningful visits that had taken place within the care home as well as trips and outings. People were keeping in touch with those who were important to

them and were more engaged with the local community. The service was following Scottish Government Open with Care guidance.

Improvements required in relation to various aspects of infection prevention and control practices had been made by the service. However, some changes were still needed to ensure the laundry procedures were in line with best practice. The manager responded well to this, and changes were made during the inspection. The action plan for the service was updated to support ongoing improvement.

Staffing roles and responsibilities in relation to infection control had been partially reviewed. Further improvement was needed to ensure the service can comply more fully with the national infection control manual and cleaning specifications.

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

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

Evaluations

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

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.

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