



# Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 01 September 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 18 August 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.

## Hillend View, Airdrie

Hillend View is a care home registered to provide care a maximum of 80 adults with mental health problems. The provider is Hillend View Limited.

We carried out a complaint investigation on 5 August and during this visit we inspected the service in relation to infection prevention and control. We will report on the outcome of the complaint in line with our complaint processes.

We identified serious concerns regarding infection prevention and control practice, cleanliness and the state of repair of the home. We issued a letter of serious concern on 5 August which detailed immediate action that the home must take.

We visited the home on 9 August and identified some progress in response to our concerns. The home was cleaner, some items of furniture were replaced, and some areas of the home were newly painted. A full environmental audit was completed by the manager and a significant number of replacement items of equipment and furnishings were due to be delivered. Some areas of the building, including bathrooms and flooring, need refurbishment.

There was a good supply of PPE and the manager responded appropriately to the recommendation that PPE stations and bins need to be located at the point of use. A new staff room was created to ensure staff can distance and cohort.

Staff were supporting residents to stay in touch with family and friends in line with Scottish Government Open with Care guidance.

We carried out an inspection of the service on 12 and 13 August. Due to our findings we issued an improvement notice on 23 August, about mental health needs, physical health needs, staffing levels and skills and the involvement of external professionals.

While staff were caring, there were not enough staff on duty to meet people's needs. This resulted in poor experiences and outcomes for people who need better support to enable them to get the most out of life. We identified the need to increase people's opportunities to get outdoors, to engage with staff, take part in activities and connect with the local community.

Care plans did not include the right information to ensure resident's health, safety and wellbeing needs were met. This resulted in poor experiences and outcomes for people.

There was a lack of adequate training to build staff competence in key areas of practice. Leadership and management oversight of the service needed to improve and be underpinned by quality assurance systems and governance processes.

We informed North Lanarkshire health and social care partnership of our findings and provided the partnership with a copy of the improvement notice to enable them to support the home.

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? – Unsatisfactory

QI 1.1 People experience compassion, dignity and respect - Weak

QI 1.2 People get the most out of life - Unsatisfactory

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

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

QI 2.2: Quality assurance and improvement is led well – Weak

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

QI 3.2: Staff knowledge, competence and development – Unsatisfactory

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

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

QI 5.1: Assessment and care planning – Weak

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

QI 7.1: People's health and wellbeing – Weak

QI 7.2: Infection prevention and control practices – Adequate

## **Claremont Park Nursing Home, Edinburgh**

Claremont Park Nursing Home, Edinburgh, is registered to provide care to 33 older people. The provider is Claremont Park Ltd.

We carried out an unannounced inspection of the care home on 10 August.

People were cared for by staff who knew them well and were knowledgeable about their needs and preferences. We observed caring and respectful interactions between staff and people experiencing care. There was a relaxed and pleasant atmosphere within the home.

Recent extensive refurbishment meant the home was warm and welcoming. The garden area was pleasant and accessible for people to use. People were supported to remain active through a variety of activities both indoors and outdoors. Visits were taking place in line with Scottish Government Open with Care guidance.

Care plans were detailed and gave enough information to inform staff about people's needs. We discussed some development areas relating to how actions from quality audits would improve people's experiences and outcomes.

PPE supplies were plentiful, and infection prevention and control guidance was being adhered to. The home and equipment were clean and tidy. Staff had a good understanding of infection prevention and control and audits helped ensure safe practice.

People were positive about recent improvements in the home and about the management of the service.

We informed City of Edinburgh 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 - 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.

## **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 inspection on 25 November with Healthcare Improvement Scotland, the findings of which are outlined in our report laid before Parliament on 9 December. We completed a further visit on 15 December with Healthcare Improvement Scotland to monitor improvement, outlined in our report laid before Parliament on 6 January. We visited the home again with Healthcare Improvement Scotland on 11 February, the findings of which are outlined in our report laid before parliament on 3 March.

We carried out an unannounced inspection on 11 and 12 August.

While staff were caring, there were not enough staff on duty to meet people's needs. Opportunities to be involved in meaningful activities were limited and people were bored.

Care plans did not include the personalised information necessary to direct staff in meeting people's individual needs and preferences. Staff had not received the appropriate training to enable them to support people's diverse and complex needs.

There was a lack of governance and quality assurance by the provider and, as a result, medication errors continued to place people at risk.

Staff supported residents to stay in touch with family and friends. However, Scottish Government Open with Care guidance was not implemented fully to maximise visiting opportunities. The service must improve visiting experiences for people and implement this guidance fully.

The home was clean and tidy. We saw good infection prevention and control practice. There was good stock of PPE, which was used appropriately by staff, there were enhanced cleaning schedules in place and staff were aware of Covid-19 risks.

As a result of our findings, we issued the provider with an improvement notice on 24 August. This required the provider to ensure better leadership and management arrangements, increased staffing levels, improvements to medication administration and care planning.

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

We will undertake further visits to follow up on the 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 - 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 – Good

QI 7.3: Staffing arrangements – Weak.

## **Lethen Park Nursing Home, Aberdeen**

Lethen Park Nursing Home is registered to provide care to 52 older people and five named adults under 65. The provider is Barchester Health Care.

We carried out an unannounced inspection of the care home on 10 August.

People were being supported to maintain contact with families and friends. Visiting care plans were in people's personal documentation, however these were generic and lacked the personal preferences to support meaningful visits. The home was supporting visiting in line with Scottish Government Open with Care guidance but had not communicated this effectively to all visitors.

Staff engaged with people in a warm and caring manner and there were, overall, sufficient numbers of staff available. The organisation and deployment of the staff meant there was a focus on tasks. Some people in bedrooms and in communal areas had infrequent interaction with staff.

Personal plans and assessments were comprehensive, which meant that we could determine how care and support should have been managed. For some people, the support provided differed from what was in their care plan, so they did not get care delivered to meet their needs and wishes.

Quality assurance systems and evidence gathering tools were in place. These could be used more effectively to support improved outcomes for people.

The home was generally clean and tidy. There was a good supply of PPE, and it was used appropriately by staff, but it was not easily accessible at the point of use. Staff were knowledgeable about infection prevention and control but did not always adhere to correct hand hygiene practice.

We informed Aberdeenshire 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 2: How good is our leadership? - Adequate

QI 2.2: Quality assurance and improvement is led well – 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.

## **Redford Nursing Home, Ayr**

Redford Nursing Home is registered to provide care to 35 older people. It is based in Ayr. The provider is Redford Nursing Home.

We carried out an initial inspection of the service on 13 July, the findings of which were outlined in the report laid before Parliament on 4 August.

We completed a follow-up inspection on 12 August in relation to a requirement about implementing a system for the safe management of hot water. Action had been taken to upgrade the hot water system. Procedures for monitoring hot water temperatures had been established, reducing the risk of scalding for people experiencing care. The requirement had been met.

There is a need for continued investment in the premises to ensure people benefit from high quality facilities throughout. Two remaining requirements pertaining to an environmental development plan and infection prevention and control will be reviewed in accordance with the set timescales.



Residents continued to be supported to maintain relationships with people who were important to them in accordance with Scottish Government Open with Care guidance.

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

## **Evaluations**

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

## **Galashiels Nursing Home, Galashiels**

Galashiels Nursing Home is registered to provide care to 37 older people. The provider is Pryce & Co Ltd.

We carried out an unannounced inspection of the home on the 11 and 16 August.

Care staff were warm and caring in their interactions but essentially care was task focused. There was a lack of meaningful activity for people living in the home. A significant number of people were cared for in their rooms, with limited interaction with them during the day.

Visiting was being coordinated in line with Scottish Government Open with Care guidance. Some further improvements were needed to ensure more than two people could visit their relative.

Improvements were needed to ensure personal planning accurately reflected people's needs. There was contradictory information held within plans. This included information on food, nutrition and other care needs.

The home appeared uncluttered, however, parts of the home were not cleaned to an acceptable level. While cleaning regimes were in place, these did not reflect required infection prevention and control standards. A deep clean of the home was organised after our first visit.

Staff training in infection prevention and control had been completed. However, this was not always reflected in practice. For example, there was a lack of hand sanitising offered to people in the home and some mattresses and bedding were stained.

Improvements were needed to the oversight and governance of the home to ensure that best practice standards are met and maintained.

We informed Scottish Borders health and social care partnership of our findings. The partnership is working with the care home staff and provider to support improvements needed.

We will undertake further visits 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.

## **Lisden, Kirriemuir**

Lisden is a care home registered to provide a care service to 42 older people, the provider is the Balhousie Group.

We carried out an unannounced inspection of the service on 11 and 12 August.

We found that people were being cared for by staff who knew them well and were knowledgeable about their needs and preferences. Families were encouraged to visit in line with Scottish Government Open with Care guidance. During our visit we saw that people were enjoying time in the garden areas and indoors.

There was good information in people's support plans, which linked well with other health professionals to support the provision of good care and support to people.

Although some activities were in progress during our visit, we found that there were insufficient staff to support people with meaningful activities. The service was in the process of recruiting additional staff to support this.

Laundry and clinical waste were mostly managed in line with guidance. Staff had received Covid-19 training, however, we saw some lapses in the handling of soiled laundry, and the management of staff room areas, which required improvement. There was a good supply of PPE and staff were seen to use and dispose of it appropriately. Overall, the service was clean and tidy. The manager acted promptly during our inspection and made improvements before we completed our inspection.

Whilst regular audits and checks were in place, which helped support safe practice, these did not always identify, or follow up on areas of concern.

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? - 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 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

## **Oakbridge Care Home, Glasgow**

Oakbridge Care Home is registered to provide a care home service to a maximum of 85 older adults. The provider is Oakminster Ltd.

We carried out an unannounced inspection of the service on 6, 7 and 8 July, the findings of which were outlined in the previous report laid before Parliament on 21 July.

We carried out a further visit on 11 August to follow up on the improvement required.

Improvements had been achieved in relation to care planning. People with specific needs, such as stress and distress, had additional assessments and guidance in their plans. Advice from external professionals had been recorded more clearly, and unnecessary duplication had been addressed. These improvements made plans more accurate, insightful, and accessible which promoted better outcomes for people.

The service continued to encourage visiting in line with Scottish Government Open with Care guidance.

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

### **Evaluations**

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

## **Thornwood Hall, Glasgow**

Thornwood Hall is a care home registered to provide care for 23 older people, some of whom may be living with dementia. The provider is Burnside Care Homes Ltd.

We carried out unannounced inspections of the service on 5 May, 2 June, and 30 June the findings of which were outlined in the reports laid before parliament on 26 May, 9 June, and 21 July respectively.

We carried out a further unannounced inspection of the care home on 10 and 11 August to follow up on the improvements required relating to staffing arrangements.

There were sufficient staff on duty to meet the needs of people experiencing care. Some progress had been made in recruiting additional staff. However, we remained concerned about the skills mix of staff during some shifts.

Indoor visiting was in line with Scottish Government Open with Care guidance.

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

We will carry out a further visit to monitor progress.

## **Evaluations**

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

### **Cranford Care Centre, Aberdeen**

Cranford Care Centre is a care home registered to provide care to a maximum of 39 older people, where two places may be used for adults with a physical and/or chronic illness. The provider is Larchwood Care Homes (North) Limited.

We carried out an unannounced inspection of the care home on 12 August. We identified significant concerns relating to the cleanliness of the environment and equipment in use. We gave immediate feedback to the manager and issued a letter of serious concern to the provider on 12 August.

We returned to the service on 15 August to follow up on the required improvements and found improvements in the overall cleanliness of the environment. There is a need for continued investment in the premises to ensure people benefit from high-quality facilities throughout.

Staff had received training and were knowledgeable about Covid-19 and infection prevention and control good practice. However, this did not always impact upon their practice in relation to keeping the environment and equipment clean to prevent potential cross infection. Further work needs to be carried out to improve staff awareness of their roles and responsibility in implementing safe and effective infection control measures in the home.

People experiencing care were supported by a knowledgeable and caring team of staff who were familiar with their needs. Staff sought advice from external healthcare professionals promptly where needed.

There was a good supply of PPE and staff were seen to use and dispose of it appropriately. Everyone had ready access to hand sanitiser and good hand washing was promoted.

There was a lack of robust governance from management. Quality assurance and monitoring of service provision required improvement.

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

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

## Evaluations

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

QI 7.1: People's health and wellbeing – Adequate

QI 7.2: Infection prevention and control practices – Weak

QI 7.3: Staffing arrangements – Adequate.

## St. Anne's Care Home, Musselburgh

St. Anne's Care Home is registered to provide care for 37 older people. The provider is Sisters of Charity Of St Paul The Apostle.

We carried out an inspection of the home on 7 and 9 June, the findings of which were outlined in our report laid before Parliament on 23 June.

We completed a further visit to the home on 13,17 and 19 August to follow up on the improvements that were required.

People were cared for with compassion, dignity and respect by the staff team who were knowledgeable about individuals' needs. We observed kindness, compassionate interactions and fun between people living in the service and staff. People who live in the home told us that they felt the quality of care and support they received was good.

The home environment was clean. The home had plentiful supplies of PPE and PPE stations were well stocked and clearly identified. Staff had completed training on infection prevention and control and the use of PPE. Improvements had been made to the facilities for the management of laundry, hand washing, waste management and the management oversight of cleaning and staff training.

The home had links with health and social care professionals who supported the home with training and guidance. Improvements to care planning and care records were well underway, the quality of information in care plans had improved to ensure essential information was easier to find to inform staff practice. There had also been improvements to provision of resident activities, mealtimes, medicine management and skin care.

Staffing levels helped residents to maintain contact with their family and friends. The service had fully implemented Scottish Government Open with Care guidance.

We informed East Lothian 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

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

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

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

QI 5.2: Carers and family members are encouraged to be involved in delivering 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.

## **Moorburn Manor Nursing Home, Largs**

Moorburn Manor Nursing Home is registered to provide care for 35 older people who may have dementia. The provider is Moorburn Manor Limited.

We carried out an inspection of this care home on 29 June, the findings of which were outlined in the report laid before Parliament on 21 July. As a result of our findings during this inspection, we issued an improvement notice on 8 July. A further inspection of the care home was carried out on 2 August, the findings of which were outlined in the report laid before parliament on 18 August.

We carried out a further unannounced inspection of the care home on 13 August to follow up on two outstanding requirements from our improvement notice and one other requirement set out in our inspection report.

We found that the service had satisfactorily met the two requirements in the improvement notice. Residents now had access to safe and functioning bath facilities and the provider had put in place a detailed refurbishment plan for the home.

The service also met the further requirement set out in the previous inspection report relating to improved care planning for the use of psychoactive medication.

Indoor and outdoor visiting was taking place in line with Scottish Government Open with Care guidance.

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

We will undertake a further visit to monitor progress and ensure improvements are sustained.

### **Evaluations**

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

## **Ranaich House, Dunblane**

Ranaich House is a care home registered to provide care to 14 adults with learning disabilities. The provider is Cygnet Care and Support Limited.

We carried out an unannounced inspection of the service on 9 and 10 June, the findings of which were outlined in the report laid before Parliament on 24 June.

We carried out a follow-up inspection of the home on 16 August to review the improvements that were required.

Care and support had improved for people whose health or medical needs had changed. Procedures were in place to ensure any changes in people's needs were acted upon quickly and were reflected in care plans and risk assessments.

Infection prevention and control practices had improved. The service was using the correct cleaning materials in line with current guidance. PPE was stored appropriately and was more easily available to staff when required.

Cleaning procedures had improved, with enhanced systems introduced for laundry management. Auditing and quality assurance of staff infection prevention and control practices were in place.

The home was facilitating visits for people in line with Scottish Government Open with Care guidance. It had developed a local level contingency plan to be followed in the event of a Covid-19 outbreak.

We informed Clackmannanshire and Stirling health and social care partnership of our findings.

We reviewed our 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 – 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.

## **Castle View Nursing Home, Dumbarton**

Castle View Nursing Home is a care home registered to provide a care service to a maximum number of 60 people, (20 older people, 10 adults with a physical disability and 30 adults with dementia). The service is operated by HC-One Ltd.

We had previously inspected this care home on 27 August 2020, the findings of which were outlined in our report laid before Parliament on 16 September 2020.

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

The principles of choice, dignity and respect were being promoted within the home to a very good standard. Personal plans were up to date and reflected individuals' health and care needs.

Families were being supported to visit in line with Scottish Government Open with Care guidance.

The level of cleanliness of the home was satisfactory. There was sufficient PPE available in the home. Staff practice reflected they had a good awareness of infection prevention and control measures.

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

We informed West Dunbartonshire 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 - 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.

## **Cooriedoon Care Home, Isle of Arran**

Cooriedoon Care Home is registered for 28 older people. The provider is Cooriedoon Ltd.

We carried out an inspection of the care home on 14, 15 and 16 July, the findings of which were outlined in the report laid before parliament on 4 August.

We carried out a further unannounced inspection of the care home on 16 August to follow up on two requirements in relation to infection prevention and control training and practice.

We found that the provider had made progress with the implementation of the required improvements and a detailed action plan was in place. Staff had been given access to training for infection prevention and control. Enhanced cleaning schedules and checks had been implemented which led to improved cleanliness and reduced the risk of infection. However, our assessments concluded that the requirements had not yet been fully met. We extended the timescales for their implementation, and we will carry out a further inspection to ensure the required improvements have been made.

Indoor and outdoor visiting was taking place and was progressing in line with Scottish Government Open with Care guidance.



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

We will undertake a further visit to monitor progress.

## **Evaluations**

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

## **Willowbank, Carnoustie**

Willowbank is a care home registered to provide care to a maximum of 40 older adults. The provider is Balhousie Care Limited.

We carried out an unannounced inspection of the service on 17 and 18 August.

People were well cared for, with warm interactions from staff who were familiar with their support needs and choices. Group activities were provided, however, people spent long periods with little interaction or meaningful activity for them as individuals. There were enough staff to meet people's basic care needs but not to support them to enjoy a fulfilling day.

Indoor visiting between designated relatives and people living in the service was taking place. Visiting arrangements were being progressed in line with Scottish Government Open with Care guidance.

When we visited on 17 August, we were concerned that some areas of the service and items of equipment had not been cleaned properly or required to be replaced, this increased the risk of infection. The manager of the service acted promptly when alerted to our findings and we found improvements had been made by the time we revisited on 18 August.

PPE supplies were good and used appropriately by most staff. Staff had received training about Covid-19 and infection prevention and control practices. Information posters were situated throughout the home and staff had access to the most recently updated information.

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? - 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 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.

## Wheatlands, Bonnybridge

Wheatlands is a care home registered to provide care for 60 older people. The provider is Balhousie Care Limited.

We carried out an initial inspection on 26, 31 May and 1 June, the findings of which were laid before Parliament on 9 June.

We inspected the home on 17 and 18 August to follow up on required improvements in relation to people's health needs, infection prevention and control and staffing levels.

Personal plans contained up to date information to guide staff on how best to provide care and support for each person. Staff had received training on recognising changes to people's health, with further training planned. Issues and concerns about people's health were followed up and included input from relevant health care professionals when necessary.

The nurse call system was now working and available to residents to summon assistance when required. There was still a high level of staff absence, and the service was using agency staff to cover rotas. Some new staff had been recruited and further recruitment was planned.

There had been significant improvement in the cleanliness of the home. Additional domestic staff were now in place. New equipment had been purchased and training was in place for new staff; refresher training had taken place for existing staff.

Although the home was cleaner, and our concerns about frequently touched areas had been addressed, the home continued to need refurbishment. We discussed this with senior management during the visit and were assured that this was due to re-commence. We were advised this had previously been postponed due to the pandemic.

We informed Falkirk 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

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

QI 1.1: People experience compassion, dignity and respect - Good

QI 1.3: People's health benefits from their care and support - 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 7: How good is our care and support during the Covid-19 pandemic? – Adequate

QI 7.2: Infection prevention and control practices – Adequate.

## **Broomfield Court, Glasgow**

Broomfield Court is a care home registered to provide care to a maximum of 60 older people. The provider is Larchwood Care Homes (North) Limited.

We carried out an initial inspection of the service on 8 September 2020 with Healthcare Improvement Scotland. We issued a letter of serious concern to the provider on 8 September detailing the immediate action the home must take. We visited again on 11 September and found some progress had been made. We outlined our findings in the report laid before parliament on 30 September.

We carried out a follow up inspection on 13 October with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 28 October. We completed a further follow up inspection of the home on 16 November, the findings of which were outlined in the report laid before parliament on 25 November.

We carried out an unannounced inspection of the care home on 17 August.

The home supported visitors in line with Scottish Government Open with Care guidance.

Staffing levels were sufficient to meet the needs of people experiencing care. However, due to vacancies the service relied on nurse agency staff to cover a number of shifts. The same agency staff were mostly used to support consistency and continuity for people.

People experiencing care were treated with dignity and respect. However, task orientated care led to missed opportunities for people to be meaningfully engaged. The service needs to improve the range of activities available to people to support good outcomes. Personal plans required improvement to reflect person centred approaches. There were gaps in recording and reviewing of some health plans. This impacted on staff's ability to identify and respond to people's changing health needs.

Quality assurance approaches needed to show that each shift leader was contributing to collective management oversight of service performance. The governance of how the service was quality assured required improvement.

The home was free from clutter and enhanced cleaning schedules were in place with laundry procedures well managed. The level of cleanliness in the home was good with appropriate PPE readily available. Staff demonstrated knowledge of current infection prevention and control best practice.

We informed Glasgow 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? – Weak

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

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? – Adequate

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Adequate.

## **Torrance Lodge, Kilmarnock**

Torrance Lodge is a care home registered to provide care for 88 adults. The provider is Thorntoun (Ayrshire) Limited.

We carried out an inspection of this care home on 21 June, the findings of which are outlined in the report laid before parliament on 7 July

We carried out a follow-up inspection on 17 August to assess progress in relation to a requirement about staffing.

We found this requirement had been met. Staffing levels had been increased at key parts of the day and recruitment was ongoing. The pro-active approach to increasing staffing resources had improved outcomes for people experiencing care.

We observed kind and compassionate interactions between staff and people living in the service. Care staff were familiar with people's care and support needs and continued to work in partnership with external healthcare professionals to meet people's needs.

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

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

## **Evaluations**

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

## **Clinton House Nursing Home, Larkhall**

Clinton House Nursing Home is registered to provide care for 26 residents. The provider is Clinton House Strathclyde (Care Homes) Limited.

We carried out an unannounced inspection of the home on 18 June, the findings of which were outlined in our report laid before parliament on 24 June.

We undertook an unannounced inspection of the home on 17 and 18 August 2021.

People living in the home benefited from being supported by care staff who were familiar with their care and support needs. Staff treated people with kindness and compassion and there were sufficient nursing and care staff to meet people's needs. The service provided opportunities for people to engage in meaningful activities. The service needed to improve the quality of the personal plans, anticipatory care planning and monitoring records.

People were supported by the staff to maintain contact with family and relatives. Visiting arrangements were in line with Scottish Government Open with Care guidance. The feedback from families was positive. They told us that the service kept them informed of any changes in their relative's care.

The environment was clean with satisfactory practice in place by domestic staff. We found staff to be knowledgeable in use of PPE and all staff had received Covid-19 training. There was good availability of PPE and good access to this for staff throughout the home. The service had adequate infection prevention and control procedures in place.

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

We reviewed the evaluation for infection prevention and control practices for this care home, based on our findings at this inspection. The updated evaluation for this is 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 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.

## **Carberry House Care Home, Musselburgh**

Carberry House Care Home is registered to provide care to 27 older people. The provider is Carberry care a partnership care home service.

We carried out an unannounced visit to the care home on 17 August 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.

Staff were compassionate and respectful towards people experiencing care. The staffing arrangements were sufficient to meet the needs of the people receiving care in the service. There were plenty of staff on shift and they were used well to benefit the residents in their own rooms and in the communal areas.

People were supported to keep in contact with friends and family. Visiting was in line with the Scottish Government Open with Care guidance. People had also been supported to go out in the community safely.

The home was clean, tidy, and well maintained. Enhanced cleaning schedules were in place, this included hourly cleaning of touch points throughout the home. 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. Staff were using the appropriate PPE in line with guidance, and this was managed sensitively.

The communal areas around the home had been adapted for the purposes of maintaining good infection control measures with ease.

There were enough staff available to meet people's needs and there was a contingency plan to help manage staff shortages. Staff worked well together and supported each other.

## **Evaluations**

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.

## **Strachan House Care Home, Edinburgh**

Strachan House Care Home is registered to provide a care service to a maximum of 83 older people. The provider is Barchester Healthcare Ltd.

We conducted a Covid-19 inspection of the care home on 1 July, the findings of which were outlined in the report laid before Parliament on 21 July.

We completed a follow-up inspection on 17 August to follow up on the improvements in relation to the reporting and recording of protection concerns.

We found the required improvements to the processes for reporting and recording adult protection concerns had been fully met. Management had implemented a recording system to identify all actions taken, including to whom the concerns had been reported. Quality assurance processes were also in place to ensure all steps were being taken to address concerns regarding adult support and protection.

We informed Edinburgh health and social care partnership.

## Evaluations

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

### Williamwood, Netherlee

Williamwood is a care home registered to provide care and support for up to 34 older people. The provider is Church of Scotland Trading as Crossreach.

We carried out an unannounced inspection of the care home on 8 and 9 May, the findings of which were outlined in the report laid before Parliament on 24 June 2021.

We carried out a follow-up inspection on 17 August to assess progress on the improvements that were required in relation to infection prevention and control.

The management team had worked hard to support and monitor staff practice and improvement was evident. The general environment was cleaner with enhanced cleaning schedules in place. Domestic and laundry staff were following correct infection prevention and control procedures. PPE stations were available throughout the home, the staff room and bin area were clean, and work had commenced on the domestic services room.

Ongoing quality assurance was in place as were audits of the environment and a refurbishment plan. These systems and processes were supporting a pro-active response from the home and the provider to drive forward improvements.

Residents experienced kind and compassionate care and support. Feedback from relatives was positive. Residents were enjoying a variety of visiting options, in line with Scottish Government Open with Care guidance. Arrangements were in place to keep families updated about their relative's health and care and this was much appreciated by them.

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

## Evaluations:

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

### Oversteps (Care Home), Dornoch

Oversteps is a care home registered to provide care to 24 older people. The provider is the Church of Scotland Trading as Crossreach.

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

People were well cared for and benefited from warm interactions with staff who were familiar with their support needs and choices. Personal plans were up to date and reflected people's health and care needs.

Families were kept informed and involved in their relative's care. The feedback from families was positive.



People would benefit from more support to make the most of life. People's social needs should be considered when deciding on staff numbers.

People were being supported to keep in touch with their family using technology and both garden and indoor visits. Further relaxations, in line with Scottish Government Open with Care guidance were in the process of being introduced.

The home was clean, tidy and maintained to a satisfactory standard. Good cleaning routines were in place. PPE supplies were good and available throughout the home. Staff were using the appropriate PPE in line with guidance and sensitively promoted social distancing. Staff had received training and were knowledgeable about Covid-19 and infection prevention and control.

The manager's post was vacant. The provider had put in place appropriate interim management arrangements and oversight of the service. The provider will continue to provide additional support to the service until this vacancy has been filled.

We 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 2: How good is our leadership? - Adequate

QI 2.4: Staff are led well - 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 – Good

QI 7.3: Staffing arrangements – Adequate.

## **Glens Nursing Home, Brechin**

Glens Nursing Home is registered to provide care to 32 adults. The provider is Balhousie Care Limited.

We carried out an inspection of this nursing home on 17 and 18 August.

Visiting arrangements were in line with Scottish Government Open with Care guidance.

There were warm, nurturing, and positive relationships between staff and residents. Some residents reported to being involved in decision making about their care and support. Improvement is required to ensure consultation with all residents or their representatives. An activities coordinator worked hard to provide opportunities for engagement, however further support was needed to ensure that everyone could



have access to regular social stimulation and opportunities to engage in meaningful ways.

Support plans lacked sufficient detail of people's needs to ensure that care and support would consistently be delivered in a way that was best for them. The provider had commenced improvements in this. Improvement was needed in staff knowledge in supporting people living with dementia.

The environment was clean and tidy. Staff were knowledgeable regarding effective infection prevention and control practice and implemented this in the home. There were sufficient supplies of PPE and most staff used it effectively. Some improvement is required in quality assurance of staff practice.

Staffing arrangements were not adequate to meet people's physical and emotional care needs. We found some people were left for long periods of time without staff observation or engagement.

We have 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? - 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 – Good

QI 7.3: Staffing arrangements – Weak.

## **12 Carronhall, Stonehaven**

12 Carronhall is a care home registered to provide care for four people with learning disabilities. The provider is Inspire (Partnership Through Life) Ltd.

We visited the care home on 18 August 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 environment was observed to be clean and clutter-free. Enhanced cleaning schedules were in place and records indicated these were followed. Some areas, for example radiators, were not included in the cleaning schedule and this required to be addressed.

Some areas of the building, including the kitchen, bathrooms and flooring, were in need of refurbishment. The provider was aware of this.

PPE was readily available, and staff used and disposed of this appropriately. Staff received training about infection prevention and control. The provider ensured that

updates about changes to guidance and practice were available and accessible for staff.

The service had a contingency plan in place to determine how to safely meet people's needs in the event of an outbreak.

Visiting was supported in line with Scottish Government Open with Care guidance.

We informed Aberdeenshire 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.

## **Hector House (Glasgow) Ltd, Glasgow**

Hector House is a care home registered to provide care to 16 older people. The provider is Hector House (Glasgow) Ltd.

We carried out an inspection on the 18 and 19 August 2021.

People experiencing care told us that they liked living in the home and spoke positively about the helpfulness and friendliness of staff and management. There were sufficient staff to meet people's needs and people were supported by staff that they knew. We noted that the service had not had to use agency staff to maintain staffing levels.

Care plans were held electronically and in paper form. They contained a good level of detail of people's health and wellbeing needs. There was regular contact with local health care professionals.

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

The standard of cleanliness in the home was good and PPE was readily available and used appropriately. Staff practice around hand hygiene and other aspects of infection prevention and control was regularly observed and assessed. The provider had robust quality assurance procedures to ensure standards of practice were maintained.

We found the general environment including soft furnishings, occasional tables, flooring and decoration needed to be refreshed and some items replaced. There were outstanding issues from a previous fire risk assessment regarding electrical cables and automatic door closure system. Work to resolve these issues had commenced by the conclusion of the inspection.

We contacted the Fire Service to inform them of our concerns and we informed Glasgow City health and social care partnership of our findings.

We will revisit the service to follow up on the concerns raised.

## **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 4: How good is our setting? - Weak

QI 4.1: People experience high quality facilities – Weak

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.

## **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 initial inspection of the service on 22 and 23 June, the findings of which are outlined in our report laid before parliament on 7 July.

We completed a further visit to the home on 18 August to follow up on the improvements that were required regarding staffing arrangements.

The home is being managed, on a temporary basis, by a regional manager due to the care home manager leaving. A new manager had been recruited and is due to start at the end of October. Staff recruitment remained ongoing. New staff had started since the last inspection. Further recruitment was taking place.

New clinical waste bins had been purchased and were in place and available throughout the building.

Visiting continued to be supported in line with the Scottish Government Open with Care visiting guidance.

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

We will continue to monitor this service and will undertake a follow-up inspection to assess progress.

## **Evaluations**

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

## Marchmont Care Home, Kirkcaldy

Marchmont care home is registered to provide care to 46 older people. The provider is Marchmont Residential Homes a partnership.

We carried out an unannounced inspection of the care home on 19 August.

We observed warm and caring interactions between staff and people living in the home. Staff were proactive in the management of people's health needs and sought support from external health professionals where appropriate. Information within personal plans guided staff, and their content provided evidence that people were being supported with the things that were important to them.

The service was progressing well with implementing Scottish Government Open with Care guidance, with indoor and outdoor visits taking place and some people enjoying outings in the local community.

The home was clean, tidy and well maintained. Enhanced cleaning schedules were in place. The home managed laundry and clinical waste in line with current guidance. There were good supplies of PPE and staff were seen to use, wear and dispose of PPE appropriately. A small amount of care equipment was rusted, preventing thorough cleaning.

Staff told us they were happy at their work and found the manager to be approachable and supportive. A good level of teamwork was evident throughout the inspection which meant people could expect consistent care and support.

We informed Fife 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 – 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.

## Spring Gardens, Edinburgh

Spring Gardens is a care home registered to provide care for up to 21 older people. The provider is Abercorn Care Ltd.

We carried out an inspection of the care home on 19 and 20 August.

People experienced kind and compassionate care and support. Staff were proactive in accessing support and advice in response to people's changing health needs.

The service had good links with the relevant health professionals who reported positively about the care and support provided for people during an outbreak.

Staff arrangements were responsive to people's changing needs. People's health and care needs had been reviewed. Care plans contained detailed information to support staff to meet people's needs.

Feedback from relatives was very positive. They were confident about the care and support provided for their family members. Arrangements were in place to keep relatives updated about people's wellbeing.

The home was welcoming, clean and tidy and enhanced cleaning schedules were in place. The design and layout of the building meant that space in corridors was restricted. The service managed laundry and clinical waste in line with guidance.

Staff had received Covid-19 and infection, prevention and control training and were confident in their practice. There was a good supply of PPE and staff used it safely. Everyone had access to hand sanitiser and good hand washing was promoted. Audits and checks helped encourage and support safe practice.

Staff told us that they felt well supported by management and each other. The provider was organising longer term support to underpin staff well-being.

Visiting arrangements had been developed in line with Scottish Government Open with Care guidance.

We have informed Edinburgh City health and social care partnership of the outcome of the inspection.

## **Evaluations**

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

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.

## **Greenfield Park Care Centre, Glasgow**

Greenfield Park Care Centre is a care home registered to provide care for 101 older people. The provider is HC-One Limited.

We carried out an unannounced visit to the care home on 19 August in response to a complaint. We will report on the outcome of the complaint in line with our complaint processes. We also inspected and evaluated the service specifically in relation to infection prevention and control practice.

The service had good systems in place to maintain the cleanliness of the home in line with good practice. There was evidence of frequent audit activity which led to improvement. There was a need to declutter some toilet and storage areas.

Supplies of PPE were plentiful, storage was suitable, and supplies were available at the point of use. Staff had received training about Covid-19 and infection prevention and control. They demonstrated an understanding of current guidance on infection prevention and control practice. Regular checks were in place to ensure staff were confident and competent.

We informed Glasgow 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

QI 7.2: Infection prevention and control practices –Good.

## **Lynemore, Grantown on Spey**

Lynemore is a care home registered to provide care to 40 adults. The provider is Parklands Limited.

We carried out an inspection of this care home between 17 August and 19 August.

We observed kind and compassionate interactions between people. Staff were familiar with people's needs and preferences. Relatives we spoke with told us that staff were respectful and helpful, but there were not enough of them. This had an impact on the quality of people's daily life. There were insufficient staff to support people to enjoy conversations, activities or to use the garden for walks if they required help.

Visiting arrangements for visitors to the home were in line with Scottish Government Open with Care guidance and people were able to see visitors in the privacy of their room.

Access to external healthcare professionals was good and their advice was acted upon. Care plans were person-centred and contained a good level of information to guide the care and support that staff delivered.

The home was tidy and well presented. Living areas were clean and comfortably furnished. There were very good processes for cleaning and infection prevention and control, including environmental cleaning schedules and monitoring systems. PPE supplies were readily available and used in line with guidance.

The service had a number of vacancies across all departments and were working to fill these, however they were having difficulty recruiting staff.

We informed NHS Highland of our findings.

We will undertake a follow-up inspection 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 - 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 7 'How good is our care and support during the Covid-19 pandemic?' – Adequate

QI 7.2: Infection prevention and control practices – Very good

QI 7.3: Staffing arrangements – Adequate.

## **Bon Accord Care – Rosewell House, Aberdeen**

Rosewell House is a care home registered to provide care to 20 older people. The provider is Bon Accord Care.

We carried out an inspection of this care home on 23 August.

While staff were caring, they were often too busy to support people in the way they wished to be supported. Some staff interactions did not lead to a positive experience for the people living in the home.

People did not have enough meaningful activities to occupy their days. Opportunities to spend time in communal areas had been limited due to Covid-19 pandemic and the service had not developed any alternative provision to ensure people could engage in activities that interested them.

The service was open to visitors; however, the arrangements were not fully in line with Scottish Government Open with Care guidance, and this must improve.

People living in the home had input from a range of health professionals. The service did not always respond effectively to changes in people's health needs. Although the service made use of various health assessment and monitoring tools, these were not always evaluated or used to shape people's support. Support plans were sometimes contradictory and not always updated to reflect people's changing needs.

The home was clean and uncluttered. 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 home had a full complement of staff on duty, however, they appeared hurried and rushed. Staff told us that they felt stretched and were often only able to attend to basic care needs leaving little time to focus on people's more specific interests and goals.

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

We will undertake a follow-up inspection 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 - 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? – Adequate

QI 7.2: Infection prevention and control practices – Adequate

QI 7.3: Staffing arrangements – Adequate.



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