



Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 18 August 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

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.

Beechwood Park, Alloa

Beechwood Park is a care home registered to provide care to 62 older people. The provider is Caring Homes Healthcare Group Ltd, who are part of Myriad Healthcare Ltd.

We carried out an inspection of the care home on 3 and 4 August 2021.

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

Staffing levels were sufficient to meet people's care and support needs. Staff were warm and friendly when supporting people, but task-oriented care led to missed opportunities for meaningful engagement. People did not experience the right support at mealtimes because staff were not always alert to their needs.

The level of cleanliness in the home was satisfactory and PPE was readily available and usually used appropriately. Staff practice around hand hygiene and other aspects of infection prevention and control needed to be improved. The provider needed to improve quality assurance procedures to ensure standards of practice are maintained.

Areas of the environment required maintenance and some equipment needed replaced to support appropriate infection prevention and control practice.

Care plans were of an adequate standard. Some information was disjointed with different systems in place. The provider is currently updating and streamlining their systems.

We have informed Clackmannanshire and Stirling 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 – Adequate.

Alastrean House, Aberdeen

Alastrean House care home is registered to provide care to 51 older people. The provider is Balhousie Care Limited.

We carried out an unannounced inspection of the care home on 22, 23 and 26 July.

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

Staffing arrangements were not adequate to meet people's physical and emotional care needs. Staff shortages meant that people did not have access to regular social stimulation or opportunities to engage in meaningful activities.

Support plans required to be audited to ensure they were accurate throughout. Plans needed to include clear guidance for staff about support required to maintain good fluid and dietary intake and in relation to helping people reduce pressure from pressure points. Improvements were required to ensure that support provided was in line with that which was planned and agreed with people.

Staff told us how they were using the training they had received to inform practice. While staff worked hard to provide care and support, often there were not enough staff to meet all the needs of residents.

PPE was not always disposed of correctly and some areas of the home were not clean enough. There was a need to increase housekeeping staff hours to maintain a satisfactory level of cleanliness in the home. Quality assurance systems and processes around these tasks needed to improve.

The provider had developed an action plan to address the areas for improvement identified.

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?' - 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.

Craighead Care Home, Newport-On-Tay

Craighead Care Home is registered to provide care to a maximum of 52 older people and four adults with a learning disability. The provider is Craighead Care Limited a member of the Belsize Group.

We carried out an initial inspection of the service on 8 September 2020, the findings of which were outlined in our report laid before parliament on 16 September. We carried out an unannounced inspection on 2 and 3 June 2021. The findings of this inspection were outlined in the report laid before parliament on 24 June. All quality indicators at this time were evaluated as weak.

We carried out a further inspection between 21 and 27 July.

On 21 July we had serious concerns regarding infection prevention and control practices, cleanliness and the state of repair of the home. We issued a letter of serious concern to the provider on 21 July.

We visited on 22 and 25 July and while we found some progress in response to the concerns, improvements made were not sufficient. Cleanliness had improved but not to an acceptable standard. Staff infection prevention and control practice was not always safe, such as staff hand hygiene.

Personal planning needed to improve to promote people's wellbeing and protect them from harm. Plans did not adequately address the health needs of people with important health information missing. Observations and records indicated a limited and task orientated approach to personal care. People needed to be better supported to enable them to get the most out of life. This included the need for increased opportunities for going outdoors, enhanced mealtime experiences and activities and engagement with staff and the community.

There was a lack of adequate training and competency in several areas including epilepsy, skin care and dementia care within the home.

Visiting arrangements was being progressed in line with Scottish Government Open with Care guidance to enable increased contact.

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

Due to the risk identified and lack of action to address these an improvement notice was issued to the service.

We informed Fife health and social care partnership and the Director of Nursing of our findings, and shared with them a copy of the improvement notice. The health and social care partnership are providing support to the home.

We have in place a detailed monitoring programme for the home and 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 1: How well do we support people's wellbeing? – Unsatisfactory

QI 1.1 People experience compassion, dignity and respect - Unsatisfactory

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? - Unsatisfactory

QI 2.2: Quality assurance and improvement is led well - Unsatisfactory

QI 2.4: Staff are led well – Unsatisfactory

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

QI 3.1: Staff have been recruited well - Unsatisfactory

QI 3.2: Staff knowledge, competence and development - Unsatisfactory

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

QI 4.1 People experience high quality facilities - Unsatisfactory

QI 4.2: The setting promotes people's independence - Unsatisfactory

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

QI 5.1: Assessment and care planning – Unsatisfactory

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

QI 7.2 Infection prevention and control practices – Unsatisfactory

QI 7.3 Staffing arrangements – Unsatisfactory.

Balhousie Rumbling Bridge, Kinross

Balhousie Rumbling Bridge is a care home registered to provide care to 19 older people and 22 adults with Huntington's Disease. The provider is Advanced Specialist Care Limited.

We carried out an unannounced inspection of the care home on 25 and 26 July.

People experienced caring and compassionate care and support from staff who knew their preferences and routines well. Feedback was positive from people living in the home and relatives. Families were kept updated about changes in their relative's health and care. People enjoyed indoor visiting in line with Scottish Government Open with Care guidance.

A range of activities were offered but improvements were needed to ensure that the support provided was meaningful and purposeful for people.

The assessment and management of pain was weak. Wound care plans were not always updated, and treatment was not checked or agreed with relevant health care professionals. Personal plans required additional detail to ensure people received person-centred, consistent care.

The environment did not enable people to maintain their independence. There were concerns in relation to the cleanliness of the environment. Repairs and maintenance were not carried out timeously and reduced the effectiveness of cleaning and the experiences of people living in the home.

Staff did not fully understand or comply with current guidance on infection prevention and control practices.

Staff had completed training, including training on infection prevention and control. However, there was not management oversight to ensure training and learning was put into practice. Analysis of staff's training needs was not carried out and some key training was not undertaken.

Staffing levels in the unit for people living with Huntington's disease were inadequate to meet people's needs.

We informed Perth and Kinross 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

Q1 1.1: People experience compassion, dignity, and respect – Adequate

Q1 1.2: People get the most out of life - Adequate

Q1 1.3: People's health benefits from their care and support - Weak

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

Q4 4.2: The setting promotes and enables people's independence – Weak

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

Q7 7.2: Infection prevention and control practices – Weak

Q7 7.3: Staffing arrangements – Weak.

Fodderty House, Dingwall

Fodderty House is registered to provide a care service to a maximum of 16 older people. The provider is Fodderty Care Ltd.

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

People enjoyed spending time in the garden, with staff, seeing visitors and on short trips. Families we spoke to told us they were very pleased with the service provided. Visiting arrangements must be improved in line with Scottish Government Open with Care guidance.

Care plans were up-to-date and included the right information to care appropriately for people. The provider needed to ensure people receive the right care, support and access to treatment after a fall.

While there were enough staff to meet people's basic needs, people's social needs should be considered when deciding staff numbers. People would benefit from more support at evenings and weekends.

All staff had taken part in infection prevention and control training. There was an adequate supply of PPE and staff used it safely.

Some rooms did not have a reliable supply of hot water and this must improve. The staff changing facility was unsuitable and the kitchen was not clean. Some shared care equipment was not clean, and there was no system in place to ensure it was cleaned between use. The service did not have reliable quality assurance systems to check cleaning was carried out properly, that staff followed infection prevention and control guidance or that the environment was safe.

The service did not have a robust approach to quality assurance and continuous improvement. The way the service is managed needed to improve so that staff get the right leadership.

We informed NHS Highland of our findings. They are providing support to the home.

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 – Adequate

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 3: How good is our staff team? – Adequate

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

Millbrae Care Home, Coatbridge

Millbrae Care Home is registered to provide care to 40 older people. The provider is Woodside Carehomes Ltd.

We carried out an unannounced inspection of the care home on 26 and 27 July.

People had been supported and encouraged to keep in contact with their families during lockdown. Indoor visiting arrangements were working well, in line with Scottish Government Open with Care guidance. Visitors were very positive about their experience.

We observed kind and caring interactions from staff who obviously knew residents well. Staff were task focused but there were insufficient numbers to meet people's needs, particularly with the increased number of people who stayed in their rooms. Some people were in their bedrooms for long periods of time with no interactions or meaningful activity during their day.

Staff had all completed infection prevention and control training however this was not always reflected in practice. Staff did not always carry out hand hygiene appropriately and there was inappropriate use of masks. The general environment was clean with enhanced cleaning schedules in place. Domestic and laundry staff were knowledgeable and followed correct infection prevention and control procedures.

Guidance for stress and distress interventions was not detailed enough in care plans to ensure a consistent approach by staff. Care plans included anticipating people's future wishes should their health change.

Clear evidence of health professional input was recorded, and we could see that their advice was followed. Medication management needed to improve as recordings of reasons and outcomes for administering 'as and when required' medications was not always recorded.

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

We will undertake another 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? – Weak

QI 7.2: Infection prevention and control practices - Adequate

QI 7.3: Staffing arrangements – Weak.

Queens Care Home, Prestwick

Queens Care Home is registered to provide care to 43 older people with mental or physical impairment. The provider is Sanctuary Care Limited.

We carried out an unannounced inspection of the service between 28 and 30 July.

People experienced kind and compassionate care and support. Feedback from people and their relatives was positive. Arrangements were in place to keep relatives updated about their family member's health and care. People were enjoying a variety of visiting options, in line with Scottish Government Open with Care visiting guidance.

People's health and care needs had been reviewed, and care plans contained detailed information to support staff to meet people's health and care needs.

There were enough nursing and care staff to meet people's health and care needs. However, there were not enough staff available to support people at mealtimes and this should be reviewed.

Staff had received good Covid-19 training and were confident in their practice. The home was clean and tidy and 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 safely use PPE to help prevent the risk of infection.

We informed South Ayrshire 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.

Burlington Care Home, Glasgow

Burlington Care Home is registered to provide care for 90 older people. The provider is Guthrie Court Limited, a member of the Four Seasons Healthcare Group.

We completed an unannounced inspection of the home on 27 and 28 July.

We observed warm and caring interactions between staff and residents. Relatives provided positive feedback about the care provided. Organised activities were on offer and the home supported people on outings. Indoor visiting was in line with Scottish Government Open with Care guidance.

Personal plans guided staff to support people with the things that were important to them. There were some inconsistencies in approaches to pre-admission and initial assessments. This needs to be improved to ensure that the appropriate care is put in place for people before and on admission to the home. Staff were proactive in the management of people's health needs and sought support from external health professionals where appropriate.

Menu planning needed to be reviewed to show people's involvement in the choices that are made available. This should be reflected in the overall dining experience for each person living in the home.

People had access to appropriate supplies of PPE. Staff demonstrated knowledge of current infection prevention and control best practice. The home was free from clutter and enhanced cleaning schedules were in place. Laundry procedures were well managed.

There were sufficient numbers of staff in place to meet people's needs.

Staff were supported by a visible management team and morale was good.

We informed Glasgow City 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 – Good

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? – Good

QI 7.2: Infection prevention and control practices – Good

QI 7.3: Staffing arrangements – Good.

Kincaid House, Greenock

Kincaid House is a care home registered to provide care to 90 older people. The provider is Daviot Care Ltd.

We carried out an unannounced inspection of the care home on 27, 28 and 29 July.

The service had several management and staffing changes in the last year. This had affected areas such as communication, meaningful activity and standard of care and support.

Staff were kind and considerate and knew people's choices and preferences, however, they were often task orientated leaving little time to spend with residents. The service did not have a full complement of activities, which also affected the ability of staff to provide meaningful stimulation for people.

The service linked well with local healthcare professionals and staff effectively delivered the care and support outlined within these plans.

Visiting arrangements for family and friends were well managed in line with the Scottish Government Open with Care guidance. The service had developed comprehensive risk assessments to safely facilitate indoor and outdoor visiting and to support people accessing the local community.

The general environment was clean and cleaning schedules were in place. Staff had completed infection prevention and control training and had access to up-to-date guidance. In some areas such the laundry, bedrooms and sluices more deep cleaning was required to reduce the risk of infection. Although there were quality assurance systems in place, changes in management oversight had led to these not being used effectively. The management team were responsive when we brought this to their attention.

There were not enough staff and the service regularly relied on the use of agency staff. Staff morale was low, and some staff felt unsupported.

We informed Inverclyde 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 – Adequate

QI 7.3 Staffing arrangements – Weak

Lorimer House Nursing Home, Edinburgh

Lorimer House is registered to provide care to 37 older people. The provider is Lorimer House Ltd.

We carried out an initial inspection on 27 January 2021, the findings of which were outlined in the report laid before parliament on 18 February. We completed a further inspection on 19 February, the findings of which were outlined in the report laid before parliament on 3 March.

We carried out an inspection of this care home on 27 July, to review people's wellbeing and to follow up on requirements from our previous inspection relating to infection prevention and control and PPE.

The service had made improvements in the management of waste, access to PPE and laundry processes to support best practice. Systems to monitor and improve infection prevention and control were in place and the home and equipment were clean and well maintained. Overall standards were good and the requirements relating to infection prevention and control and PPE were met. Hand hygiene and social distancing during the delivery of care needed to improve.

People's changing health needs were monitored by staff. Staff consulted with health professionals and other community agencies to support people's wellbeing. People were well looked after and there were kind and caring interactions between the staff team and the people they supported.

Visiting was well facilitated and in line with the Scottish Government's Open with Care guidance.

We informed City of Edinburgh 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 1:1 People experience compassion, dignity and respect - Very 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

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.

Stormont Lodge, Blairgowrie

Stormont Lodge care home is registered to provide care for 32 older people. The provider is the Balhousie Care Group.

We carried out an unannounced inspection of the care home on 27 and 28 July.

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.

While activities were provided, during our inspection days we observed people spending long periods with little meaningful activity.

Relatives provided some positive feedback about the care provided. People had been encouraged and supported to keep in touch with their families and visits were taking place in line with Scottish Government Open with Care guidance.

The service had quality assurance systems in respect of infection, prevention and control. Staff and visitors had access to appropriate supplies of PPE, which was used effectively. Enhanced cleaning schedules were in place and staff were aware of infection prevention and control best practice. The laundry environment requires improvement. The home managed clinical waste in line with best practice guidance.

The service sometimes had lower staff numbers than planned for to provide care and support. Staff were supported by a visible management team.

We informed Perth and Kinross 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: Infection prevention and control practices – Adequate

QI 7.3: Staffing arrangements – Adequate.

Strathallan House (Care Home), Strathpeffer

Strathallan House (Care Home) is registered for 32 older people. The provider is Mistral Care Homes Ltd.

We carried out an unannounced inspection on 27, 28 and 29 July.

The home was well maintained, welcoming and bright. People enjoyed the garden.

People were well cared for and benefited from warm interactions with staff who were familiar with their support needs and choices. There were enough staff to meet people's care needs. People would benefit from more support to make the most of life. People's social needs should be considered when deciding on staff numbers.

There was a good supply of PPE, and staff used it safely. Everyone had access to hand sanitiser and good hand washing was promoted. Staff had a good understanding about infection prevention and control. Audits and checks helped encourage safe practice. Staff felt well supported by management to carry out their duties.

The service had good links to health professionals. Staff were proactive about accessing support and advice in response to people's changing health needs. Families were kept up to date with any changes in people's health and were confident staff promoted people's well-being.

Staff had supported people to keep in touch with their families throughout the pandemic. Visiting arrangements were more flexible and in line with Scottish Government Open with Care guidance.

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? - Good

QI 2.2 Quality assurance and improvement is led well - Good

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

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

Whitefield Lodge Care Home, Lennoxtown

Whitefield Lodge Care Home is registered to provide care to provide a care service to a maximum number of 57 older people and 3 people with physical disabilities. The service is operated by Four Seasons Homes No4 Limited, a member of the Four Seasons Health Care Group.

We carried out an initial inspection of this care home on 28 September. We issued a letter of serious concern to the provider on 28 September, which detailed immediate action that the home must take. We made further visits to the service with Healthcare Improvement Scotland on 2 and 5 October to follow up on the improvements that were required. We carried out a further inspection of this care home with Healthcare Improvement Scotland on 13 November 2020, the findings of which were outlined in our report laid before parliament on 25 November.

We carried out an unannounced inspection of the care home on 27 and 28 July 2021.

The principles of choice, dignity and respect were being promoted within the home. There was a need for staff to be supported with training to further develop a responsive person-centred approach to care and support. Personal plans were up to date and reflected people's health and care needs. There was a need to further develop anticipatory care plans.

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

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

The provider assured us of their recruitment plan to fill the vacant posts within the nursing and care teams.

We informed East Dunbartonshire 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 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Adequate.

Saltgreens Care Home, Eyemouth

Saltgreens Care Home is registered to provide care for 35 older adults. The provider is Scottish Borders Council.

We carried out an initial inspection of this care home on 30 March, the findings of which were outlined in the report laid before parliament on 14 April. We carried out an inspection on 19 May to follow up on the improvements required in relation to infection prevention and control. Some improvements had been achieved in relation to clinical waste management. However, there were issues regarding the management of laundry, the use of cleaning materials and the need for further improvement. We outlined our findings in the report laid before parliament on 9 June.

We completed an unannounced inspection on the 3 August and looked at people's wellbeing and followed up the outstanding areas for improvement. The laundry was clean and well organised and the correct cleaning materials in use. There were good supplies of PPE and hand washing sinks and alcohol-based hand rub were accessible.

People in the home were supported by staff who were familiar with their preferences and choices. We observed many good interactions between staff and residents.

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. There was a need to improve the availability and range of meaningful activity to help people get the most out of life.

The oversight and allocation of care staff and domestic staff needs to improve to promote consistency in care, cleanliness and tidiness.

We informed Scottish Borders 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 - 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.

Bayview Care Home, Aberdeen

Bayview Care Home is registered to provide care to a maximum of 30 older people. The provider is provided by Bayview Care Home Limited which is part of the Meallmore group.

We carried out an unannounced inspection of the care home on 29 and 30 July.

We observed kind and warm interactions between staff and residents. Visits were in line with Scottish Government Open with Care guidance. Feedback from family members was generally positive.

While staff provided choices and some support to enable people to engage in meaningful activities these were not always available. Some people were able to freely move around the home and outdoor space, but a number of residents were in their rooms, and this was not always due to personal choice.

There were inconsistencies with the information in care plans and assessments. Daily recordings did not reflect personal outcomes. The management of wound prevention and the care of wounds needs to be improved.

The home was generally clean, tidy and well maintained. PPE stations were orderly and well stocked. Good signage was evident throughout. Staff were compliant with the use of PPE and hand hygiene. Staff physically distanced wherever possible. Information and guidance were up to date and easily accessible by staff.

Staffing arrangements were based on dependency, however rotas showed inconsistency in the number of care staff on duty. Staff appeared busy and were not readily available to support people. Improvements are needed to ensure that staff numbers are appropriate to meet the needs of people and to support positive outcomes.

Some areas of staff training required to be improved, for example in supporting people with insulin dependent diabetes.

We informed Aberdeenshire health and social care partnership of 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 How well do we support people's wellbeing – 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? - Adequate

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Adequate.

Ailsa Lodge Care Home, Bishopton

Ailsa Lodge Care Home is registered to provide care to 37 older people including 2 respite places. The provider is McKenzie Care Ltd.

We carried out an inspection on the 4 and 5 August.

People were supported by a familiar and helpful staff team who knew their needs and wishes. Feedback from people experiencing care and their relatives was very positive about the care they received and the quality of staff.

While care plans contained a range of health and wellbeing assessments, there was a lack of information on how to support people to meet their health and wellbeing needs. We noted much of the care plan information to be incomplete. The service received good support from local healthcare professionals, however their advice was not always documented in the care plans.

Further training was required to accurately complete nutritional assessments and food and fluid charts to support people's nutritional needs.

The home appeared generally clean, however on closer inspection chair cushions and some mattresses were stained and required to be replaced. Closer attention to detail was required to ensure that cleaning schedules were carried out to the required standard. A review of the layout of the laundry to prevent the risk of cross contamination of clean and soiled linen must be undertaken.

The majority of staff had received training in infection prevention and control and the correct use of PPE. There was a good supply of PPE, but some staff did not always follow best practice guidance in the use of PPE.

Quality assurance systems including service improvement plans required to be further developed to ensure management have a good overview of the service.

Visiting was being progressed in line with Scottish Government Open with Care guidance.

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 - Good

QI 1.2 People get the most out of life - Good

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 – Adequate.

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 initial inspection of the service on 15 June, the findings of which were outlined in the report laid before parliament on 7 July.

We inspected the home on 4 August to follow up on required improvements in relation to care planning, infection control and staffing levels.

Significant improvement had been made in the cleanliness of the environment. The care home was clean and clutter free, yet homely. People had also benefited from areas of their home being redecorated and a plan was in place for further refurbishment work. There were robust monitoring processes for cleaning and infection prevention and control.

PPE supplies were readily available and used in line with guidance. Monitoring of staff practice was in place to ensure safe practice in hand hygiene and use of PPE.

Staff had enough information to meet people's needs and care for them safely. The majority of people's health and care needs had been reviewed. Access to external healthcare professionals was good. The service should ensure that advice from external health care professionals informs daily practice.

The service followed Scottish Government Open with Care guidance and people were enjoying indoor visits.

People were supported mainly by staff who were familiar with their choices, routines and preferences. Due to vacancies, the provider was in the process of recruiting more staff, to reduce the reliance on agency staff.

We informed NHS Highland 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 1.2 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 – Good

QI 7.3 Staffing arrangements – Adequate.

Grandview Nursing Home, Grantown-on-Spey

Grandview Nursing Home is registered to provide care to 45 older people. The provider is Grandview House Limited.

We carried out an initial inspection of the service on 28 October with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before parliament on 11 November. We completed unannounced visits on 14 December and 12 March to monitor improvement. The findings of these visits were outlined in the reports laid before parliament on 23 December and 31 March.

We completed an unannounced inspection of the service between 2 and 4 August.

We observed kind and compassionate interactions between staff and residents. Feedback from relatives was positive. Arrangements were in place to keep relatives updated about changes in people's health and care needs. People were enjoying indoor visiting within the privacy of their own room and visiting was in line with Scottish Government Open with Care guidance.

There were enough staff to meet people's health and care needs. The home had positive working relationships with external health practitioners who helped to support positive outcomes for people living in the service.

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.

Whilst some people's health and care needs had been updated to provide staff with more detail, further improvement was required to support high quality individualised care.

We informed NHS Highland 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 – 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 – Adequate

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

QI 2.2 Quality Assurance and improvement is well led – 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.

Moorburn Manor, Largs

Moorburn Manor Nursing Home is registered to provide care for 35 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 in this inspection, we issued an improvement notice on 8 July.

We carried out a further unannounced inspection of the care home on 2 August to follow up on the requirements set out in our improvement notice and inspection report.

We found that the service had satisfactorily met four requirements. These related to improved mealtime experiences that enabled people to make choices, increased access for people to the outside and to meaningful activities. Medication management and quality assurance of cleanliness standards had also improved.

We extended the timescale for the improvement requiring residents having safe and functioning bath facilities. This improvement had not been met due to delays with necessary building work.

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 and ensure improvements are sustained.

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. We completed another visit to the home on 25 June to follow up on the required improvements. There had been insufficient progress, and an improvement notice was issued on 30 June. We reported our findings relating to this in our report laid before parliament on 7 July.

We carried out a further visit to the home on 2 August to follow up on the improvements required in the improvement notice.

We found that significant progress had been made and the service had met the requirements set out in the improvement notice. There was an improvement in overall management oversight of the service. Staffing levels were adequate. The service had also improved the monitoring of people's wellbeing, and the associated notifications and referrals to other professionals to meet people's needs.

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

We will continue to monitor the home to ensure improvements are sustained.

Evaluations

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.

Willowbank Bungalows 1,2&3, Peterhead

Willowbank Bungalows 1,2&3 is registered as a care home service to provide care for twelve adults with learning disabilities. The provider is Aberdeenshire Council.

We carried out an unannounced inspection on 4 August.

We observed respectful and compassionate interactions between people living in the service and staff. Care staff were familiar with people's likes and dislikes and their interests and care needs, which enabled staff to support people in a meaningful way.

A new activities programme was due to start in two weeks' time, which had been developed in consultation with residents in response to some residents who had said that they were bored.

Families were being supported to visit in line with Scottish Government Open with Care guidance and were enjoying indoor, garden and community visits. This was being expanded to include visits from friends and through enhanced communal activities.

The service made timely referrals to external health care professionals and records demonstrated that staff followed the instructions and guidance they received. This helped to keep people healthy and well.

The environment was visibly clean. The management team had identified the need to secure funding to improve some aspects of the environment and had progressed this.

Staff were knowledgeable about the cleaning schedules and the cleaning products. PPE supplies were sufficient to meet demand and staff were observed using the PPE appropriately and adhering to regular hand washing. The service needed to improve the management of staff uniforms/clothing when entering and leaving the care premises.

Staffing levels were sufficient to meet people's needs.

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 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

Ashlea Court Care Home, Larkhall

Ashlea Court Care Home is registered to provide care to a maximum of 86 older people. The provider is Ashlea Court Care Home Limited.

We carried out an unannounced inspection of the home between 3 and 4 August.

We found that people were being cared for by staff who knew them well and were knowledgeable about their needs and preferences. People were relaxed and comfortable at the home, and we observed that staff were caring and attentive towards them.

People were supported to remain active by taking part in a range of activities. Families were encouraged to visit in line with Scottish Government Open with Care guidance and the home facilitated indoor and outdoor visiting.

The quality of information in people's care plans was good and there was sufficient detail to inform staff practice and ensure people were receiving the right care. Health and medication records were well completed and links with health professionals supported the provision of good care and support to people.

Staffing levels were sufficient to meet people's care and wellbeing needs and the management team were making improvements in the home. This included ongoing building work to upgrade the home both externally and internally.

The home was clean, tidy and well ventilated and enhanced cleaning regimes were in place. Infection prevention and control measures were being adhered to and 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.

We informed South Lanarkshire 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.

Ashlea House, Callendar

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

We carried out an initial inspection of the service on 16 July 2020, the findings of which were outlined in the report laid before Parliament on 22 July. We visited the service on 27 August and 9 September and outlined our findings in the report laid before Parliament on 14 October.

We carried out a follow up inspection of the service on 15 February 2021. We identified serious concerns about the care people were receiving and issued an improvement notice on 19 February. We carried out a further inspection on 23

March and outlined our findings in the report laid before parliament on 14 April. We carried out two further visits to the home on 14 and 26 April to follow up on the areas for improvement and we outlined our findings in the report laid before parliament on 12 May.

We carried out a further inspection on 3 and 4 August to follow up on outstanding areas for improvement relating to quality assurance, how people spend their day and staffing arrangements.

The service had progressed the improvements and had met the requirements in relation to quality assurance and how people spend their day. A weekly activities plan was in place and available to people, and staff supported group activities. People enjoyed the meals and there was choice that incorporated diet preferences and needs, promoting healthy eating.

The home was clean, and staff followed infection prevention and control guidance.

We identified significant concerns around staffing arrangements relating to nurse cover. We required immediate action to be taken to ensure people were safe. We issued a letter of serious concerns on 3 August in relation to this. The provider had met this requirement by the end of our visit on 4 August. A requirement around staffing arrangements was made to ensure staffing improvements are sustained.

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

We informed Clackmannanshire and Stirling 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 – 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 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.

Balhousesie Luncarty Care Home, Perth

Balhousesie Luncarty Care Home is registered to provide care to 32 older people. The provider is Balhousesie Care Limited.

We carried out an unannounced inspection of the care home on 3 August.

People were supported by staff who were familiar with their needs and were happy with the care they received. Staffing was sufficient to meet people's needs and there were positive interactions between staff and residents. People were engaged in appropriate social activities. Social distancing was evident and encouraged by staff in the home as much as possible.

Visiting arrangements were being progressed in line with Scottish Government Open with Care guidance to enable increased contact. Staff helped people to use technology to maintain good contact with relatives. The service had developed a comprehensive risk assessment to support indoor visiting, and people were also accessing their local community.

Signage provided important infection prevention and control prompts for staff and essential visitors. The environment was clean and uncluttered. Enhanced cleaning schedules were in place. Stocks of PPE were good and used appropriately, and there was good access to hand hygiene facilities. Senior staff monitored infection prevention and control measures and practice. The service needs to ensure it has appropriate clinical waste disposal bins in place for use throughout the home.

Staff had received regular training and were knowledgeable about how Covid-19 should be managed. There was a staffing contingency plan in place to help manage staff absences, holiday cover and unplanned shortages.

We informed Perth and Kinross 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 – Very 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.

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 25 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. The findings of this were outlined in our report laid before parliament on 7 July.

We completed an inspection on 4 August to assess further progress in meeting the necessary improvements.

Improvements had been made to personal plans. As a result, there were improvements to the care and support of people who experience distress and in relation to the management of people's weight and hydration. Further improvement is needed in relation to the management of people's skin.

The home was clean and tidy and cleaning schedules including the cleaning of shared equipment were in place.

Group activities were taking place in the dining room and people had a choice as to whether they wished to participate or to spend time in another room. Some residents were using the garden. Other people appeared bored and disinterested in their surroundings. There requires to be a continued focus to ensure there is activity available for all residents, based on individual preferences.

Previous concerns regarding staffing numbers had been resolved. The staffing arrangements were sufficient to meet the needs of the people receiving care in the service, and there was a noticeable difference in staff morale and confidence due to the recent changes made by management.

We informed Aberdeenshire 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 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.

ASC Orchard Court and Dalguise, Balbeggie

ASC Orchard Court and Dalguise is a care home registered to provide care to 24 people with learning disabilities. The provider is Advanced Specialist Care Limited part of the Balhousie Group.

We carried out an inspection on 4 November 2020, the findings of which were outlined in the report laid before parliament on 11 November.

We carried out an unannounced inspection of the home on 4, 9 and 10 August 2021.

People were supported to maintain contact with family and had visits in line with Scottish Government Open with Care guidance. People were being supported to have enjoyable days and to take part in activities they were interested in and liked, including trips out.

Personal plans were detailed and included important health and wellbeing information. Covid-19 care plans for people were in place. Staff had received training to increase their knowledge and ability to support people with complex needs.

The level of cleanliness in the home needed to improve. The provider took immediate steps to address this during our visit. Enhanced cleaning schedules were in place, and this included regular cleaning of touch points. However, these schedules needed to be improved to cover all areas of the home. PPE stations were available near to point of use. Staff practice and knowledge regarding infection prevention and control was satisfactory. Some areas in the home needed refurbishment, including flooring, scuffed walls and doors.

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

We will undertake a follow-up inspection to monitor progress.

We reviewed the evaluation for staffing arrangements for this care home, based on our findings at this inspection. The updated evaluation is set out below.

Evaluations

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

Q1 1.1 People experience compassion, dignity and respect – Good

Q1 1.2 People get the most out of life – Adequate

Q1 1.3 People's health benefits from their care and support – Adequate

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

Q1 3.2: Staff have the right knowledge, competence and development - 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.

Balhousie Dalnaglar, Crieff

Balhousie Dalnaglar care home is registered to provide care to 40 older people. The provider is Balhousie Care Ltd.

We carried out an initial inspection of the service on 16 June 2020, the findings of which were outlined in the report laid before on 24 June. A further inspection was undertaken on 1 September, the findings of which were outlined in the report laid before parliament on 16 September.

We carried out an unannounced inspection of the care home on 5 August 2021.

People's needs were met by staff who knew them well. We saw warm and respectful interactions between staff and people experiencing care. There was a focus on individuality to help support people in a way that was meaningful for them.

Scottish Government Open with Care guidance had been progressed to support indoor visiting. This must be progressed to further reduce restrictions and enhance opportunities for visiting.

Personal plans were informed by assessment which helped identify and plan for people's support needs. Some plans lacked important information. This had been identified by the service as a priority area and improvement was being progressed.

Families were informed and involved in people's care and reviews were being undertaken with their involvement. The feedback from families was very positive.

Staff were flexible and responsive to changes in people's support needs and sought advice for people from a range of healthcare professionals to support their wellbeing.

PPE supplies were plentiful, and staff were observed to adhere to good practice in its use and disposal. Although audits had been carried out, we found contaminated equipment such as mattresses and personal care equipment. Laundry was not managed at the correct temperature for thermal disinfection and needs to be improved.

Management and staff were respectful of each other, and staff morale was good.

We informed Perth and Kinross 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 – Good

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– Adequate.

Heathfield House Care Home, Ayr

Heathfield 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 outlined in the report laid before parliament on 23 December. We carried out a further inspection of the service on 24, 25 and 28 June 2021, the findings of which were outlined in the report laid before parliament on 7 July.

We carried out a further unannounced inspection of the care home on 4 August to follow up on improvements required. The provider had made good progress in the required areas for improvement.

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.

The mealtime experiences for people had also improved. Staff supported people to eat and drink and there was independent access to fluids. 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.

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.

Howard House Nursing and Residential Home, Kilmarnock

Howard House Nursing and Residential care home in Kilmarnock is registered to provide care to 41 older people, this includes places for 4 adults. The service is provided by Gate Healthcare Ltd.

We carried out an unannounced inspection on 4 and 5 August.

People were supported by a friendly care team who interacted with kindness. Several staff changes had taken place including the appointment of a new manager. This meant progress with the improvement plan had slowed. The building needed to

be upgraded to provide a more homely environment with improved facilities. Issues in relation to the boiler and kitchen needed to be prioritised.

Access to the outdoors had been improved, however more support was needed from staff to ensure people benefited from the chance to get outside. Staff were following Scottish Government Open with Care guidance and people could meet visitors in their own rooms if they wished. However, trips and outings organised by the service were yet to resume and this must be taken forward.

We observed good practice in staff wearing PPE and performing hand hygiene. Staff were aware of social distancing measures. The premises were clean. Changes were made during the inspection to address issues in relation to the laundry and reduce risks of cross contamination. Further improvement was needed to improve dirty utilities, hand wash facilities, and ensure staff stay up to date with new guidance.

The staffing arrangements, although assessed regularly, did not alter to take account of peoples changing needs. Although there were enough staff to provide safe care, this was not sufficient to support people with person-centred care or meaningful activities.

Residents spoke positively about how the service had kept them informed and were satisfied with their care in general.

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

Evaluations

Key question 1: How 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.

Suncourt Nursing Home, Troon

Suncourt Nursing Home is registered to provide a care service to a maximum of 44 older people. The provider is Suncourt Limited.

We carried out an unannounced inspection of the service on 20 and 21 July, the findings of which are outlined in our report laid before parliament on 4 August.

We carried out a follow-up inspection on 4 August to assess progress on improvements that were required.

Additional clinical waste bins and PPE stations had been purchased and were available throughout the home. Mattresses had been replaced and new lounge chairs on order. New cleaning schedules had been developed but were still to be implemented. Storage in the laundry for contaminated items waiting to be washed needs to be improved.

We continued to have concerns about the prevention and management of pressure ulcers. On 5 August, the provider brought in an external manager who is now overseeing the home. They are carrying out full audit of all resident's skincare and will put in place an improvement plan, both of which will be shared with us.

We informed South 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.

Colinton Care Home, Edinburgh

Colinton Care Home is registered to provide care to 53 older people. The provider is Whitefield Nursing Home Limited, part of the Four Seasons group.

We carried out an unannounced inspection of the care home on 28 and 29 July.

People were being supported in a caring and compassionate way by staff who were familiar with their needs and preferences. People spoke positively about staff and of the support they received. The staffing arrangements were sufficient to meet people's needs.

People told us that they were supported to keep in touch with family and friends and had been supported to have indoor and garden visits. The provider was reviewing their arrangements to support further opportunities for visiting in line with the Scottish Government Open with Care guidance.

People were enjoying group activities and spending time in the garden. Meaningful social opportunities and activities could be improved for those cared for in bed or who spent their time in their rooms. The completion of some documentation could be improved to ensure clear information is in place to evidence the support people needed and the care provided.

The home was clean and tidy, however, staff should ensure that cleaning products are used in line with infection prevention and control guidance. Staff had received training in infection prevention and control. This was not always reflected in staff practice where more consistency was required in hand hygiene, use of PPE and in physically distancing. The management need to ensure there is quality assurance and oversight of staff practice and standards of care.

We informed 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? - Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good.

Forth View Care Centre, Leven

Forth View Care Centre, is a care home registered to provide care to 45 older people and 10 adults with physical and sensory impairment. The provider is Balhousie Care Ltd.

We carried out an inspection on 12 August 2020, the findings of which were outlined in the report laid before parliament on 19 August. We undertook an unannounced inspection on 19 and 21 May 2021. While some improvements had been sustained since the previous inspection, we identified new issues of concern and we issued an improvement notice to the service on 28 May. The findings of this were outlined in the report laid before parliament on 9 June.

We carried out a further inspection of the service on 30 June to follow up on all four requirements stated in the improvement notice. The requirement about a safe, clean, and well-maintained environment had been met satisfactorily. While there had been some limited progress in relation to the other three requirements, these had not been met in full but there was evidence of improved practice by the service. We extended the timescales for these requirements. The findings of this inspection were outlined in the report laid before parliament on 22 July.

We carried out a further unannounced inspection of the service on 5 August to follow up on the three remaining requirements which related to staffing, care planning and delivery and effective leadership of the service.

The requirement relating to the number of appropriately qualified and competent persons working in the care home was met. Staffing levels had increased, and recruitment was ongoing. Staff were temporarily seconded from other Balhousie services and regular agency staff were used. This provided consistency of care for people.

The other two requirements were not met. Where staff had completed training, competency-based assessments provided evidence that their knowledge, understanding and practice had improved. This led to positive outcomes for people. However, the provider must ensure that this is consistent throughout the staff team.

Ongoing senior leadership support was being provided to support the improvements required in the home and the manager demonstrated increased confidence and skills. Quality assurance audits took place regularly but evidence of consistent action to address the areas for improvement identified is required. Therefore, we extended the timescales for these requirements.

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

We will undertake further visits to monitor progress.

Evaluations

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

Harbour House Care Home, Musselburgh

Harbour House Care Home is registered to provide care to 43 older people. The provider is Musselburgh Care Home Ltd.

We carried out an inspection of this care home on 17 and 18 May the findings of which are outlined in the report laid before parliament on 26 May.

We commenced an unannounced inspection of the home on 29 July. We issued a letter of serious concern to the provider on 30 July as we were not satisfied that sufficient staff were on duty at all times to ensure that people's needs were met. We visited again on 4 August and assessed that although progress was made the requirement in relation to staffing had not been fully met. To ensure that progress would be sustained, we extended the timescale for this to 1 September. We completed this inspection on 6 August.

People were cared for with compassion and respect by the staff team. We observed good caring interactions between staff and people who live in the home. People

gave us positive feedback about the staff caring for them. People were supported to maintain contact with family and friends and the home was open to visitors in line with Scottish Government Open with Care guidance. Links continued to be developed with health and social care professionals who supported the home.

Improvements needed in relation to nutrition recording identified at the previous inspection, had not been progressed sufficiently by the provider. The service had also failed to progress improvements in care planning. There were gaps in records and a lack of evidence that people had been consulted about their preferences in daily life. Care plans lacked guidance for staff in how to deliver care.

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

We reviewed the evaluation for this care home, based on our findings at this inspection. The updated evaluations are included below along with the evaluation from the previous inspection for QI 7.2, infection prevention and control.

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 - Adequate

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

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

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?
– Adequate

QI 7.2 Infection prevention and control practices – Adequate

Crosslaw House Care Home, Lanark

Crosslaw care home is registered to provide a care service to a maximum of 45 older people. The provider is Wallace Management Services Ltd.

We carried out an unannounced inspection on 9 and 10 August.

We observed kind and compassionate interactions between staff and those living in the service. Feedback from relatives was very positive. The service was proactive

in providing families with regular updates about their relatives. Social distancing was managed sensitively, and people were supported to move around safely.

People living in the care home experienced meaningful and stimulating activities to support physical and mental wellbeing. These were under review to ensure they continued to meet people's wishes.

Families were encouraged to visit in line with Scottish Government Open with Care guidance and the home facilitated indoor and outdoor visiting. Families were also encouraged to provide direct care and support where it was assessed to be beneficial for the individual.

The staff team was responsive to people's wellbeing needs and families reported being very happy with the care provided. People were supported by staff who were familiar with their choices and preferences.

We identified some areas of improvement regarding care and support plans. This had already been identified by the service and measures were being put in place to ensure that standards were improved. Support plans evidenced the link to external health professionals to guide support to people when this was required.

The home was clean, tidy, and free from odours. Enhanced cleaning schedules were in place and staff were confident in cleaning processes. The home managed laundry and clinical waste in line with guidance. A refurbishment plan was needed to address areas of the home that were in need of an upgrade.

There were good supplies of PPE and staff were seen to use, wear and dispose of PPE appropriately. Staff knowledge about infection prevention and control was good. A range of Covid 19 related audits and checks were being undertaken regularly, this included observations of staff practice.

We informed South Lanarkshire 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? – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good.

Fullarton Care Home, Irvine

Fullarton Care Home is registered to provide care to 90 older people. The provider is HC-One Oval Limited.

We carried out an initial inspection of the service on 10 May 2021, the findings of which were outlined in the report laid before Parliament on 26 May 2021.

We carried out a follow up inspection on 9 August to assess progress in relation to a requirement about staffing and quality assurance.

This requirement relating to staffing and associated quality assurance processes had been met. The pro-active approach being taken to ensure that the right staffing resources were in place had improved outcomes for people experiencing care. During the inspection, we saw residents being supported in a caring and compassionate manner by staff who were familiar to them.

Staff 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 North Ayrshire health and social care partnership of our findings.

We will continue to monitor the service to ensure improvements are sustained.

Evaluations

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

Henderson House, Dalgety Bay

Henderson House is a care home registered to provide care for 60 older people. The provider is Henderson Care Home Limited.

We carried out an unannounced visit to the care service on 23 June in response to a complaint. On 13 July we carried out an inspection of the service to follow up on concerns in relation to the environment and infection, prevention and control following an upheld complaint. The findings of this inspection were outlined in the report laid before parliament on 22 July.

We completed a further inspection on 5 August to follow up on the improvements required in relation to systems and processes for recording in relation to key practices.

While the provider had made progress across the required areas for improvement, this progress had been limited due to staff absence. The service had progressed developments in the system for recording of person-centred care planning, but

further work was required to further develop and implement this. The service had also made improvements in the recording of nutrition and fluids, but again further work was required here.

We informed Fife 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 evaluations for the service.

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