



# Fortnightly report to the Scottish Parliament on Care Inspectorate inspections

Laid before Parliament 15 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 1 September 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.

## **Rowandale Nursing Home, Glasgow**

Rowandale Nursing Home is registered to provide care for up to 28 older people. The provider is Forth Care Limited.

We carried out an initial inspection of the service on 28 July 2020 and follow-up visits on 31 July, 25 August, and 1 October. The findings of these visits were outlined in the reports laid before parliament on 19 August, 2 September, and 14 October.

We carried out an unannounced inspection of this care home on 7 and 8 July 2021 the findings of which were outline in our report to Parliament on 21 July.

We carried out a follow-up inspection on 3 August.

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

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

## **Bonnyholm Gardens Care Home, Glasgow**

Bonnyholm Gardens Care Home is registered to care for 61 older people. The provider is JSL Care.

We inspected the service on 14 April, the findings of which were laid before Parliament on 28 April. We carried out a further inspection of the service on 21, 22 and 23 July, the findings of which were laid before Parliament on 4 August.

We carried out a further inspection on 10,11 and 12 August to follow up on improvements needed. We visited the service on 24 August and 1 September to monitor progress.

Interactions between staff and people experiencing care continued to be kind and compassionate. People continued to enjoy indoor and outdoor visiting in line with Scottish Government Open with Care guidance.

Additional nursing and care staff had been recruited and staffing levels, skills mix, and the deployment of staff had improved.

Health risk assessments had been improved with a particular focus on identifying people's nutritional needs. On-going work is needed to develop other key health assessments and support plans. Staff had begun to receive additional training on how to identify when a person's health was deteriorating. This was to support more proactive approaches to meeting people's health needs.

Staff use and disposal of PPE had improved through adherence to best practice guidance. The cleanliness of some items of care equipment and furnishings required improvement.

There continued to be a lack of governance and oversight by management. Quality monitoring and audits of personal planning, staffing arrangements and the environment needed to be better.

The service continues to receive management support from Glasgow City health and social care partnership.

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

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

## **Evaluations**

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

## **Cradlehall Care Home, Inverness**

Cradlehall Care Home is registered to provide care for 40 older people and 10 adults with learning disabilities. The Provider is HC-One Limited.

We carried out an unannounced inspection on 5 October 2020, the findings of which were outlined in our report laid before Parliament on 14 October. We carried out an unannounced inspection on 6, 7 and 10 May 2021, the findings of which were outlined in our report laid before Parliament on 26 May.

We carried out a further unannounced inspection on 18 August to follow up on the improvements required in relation to visiting, staffing levels and the environment. The service had improved people's visiting experiences and visiting arrangements were in line with Scottish Government Open with Care guidance.

The provider had made improvements to the environment, with many areas identified at our last inspection now addressed. A robust plan was in place to complete the remaining improvements.

The service had also improved staffing levels. People were supported by staff that knew them well. There were occasions when there were not enough housekeeping staff working at the right time. Additional housekeeping staff were due to start in the service.

The provider was supporting the interim manager to lead the service well. Improvements had been made around communication, training for staff, hand hygiene practices, anticipatory care planning and quality assurance.

We informed NHS Highland of our findings.

We will follow up with the care home 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? – Adequate

QI 1.2 People get the most out of life – Adequate

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

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

## **The General Anderson Trust, Elgin**

The General Anderson Trust is a care home registered to provide care to 51 older people. The provider is The General Anderson Trust.

We carried out an inspection of this care home between 20 and 25 August.

People's physical and emotional needs were met to a high standard by a committed, caring and professional staff team. There were trusting relationships between staff and the people they supported. People's independence, dignity, privacy and choice were promoted.

Staff proactively accessed 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 they were confident staff promoted their loved one's wellbeing.

Staff were imaginative and passionate when planning a range of activities to promote people's wellbeing. Visiting was well organised, flexible and in line with Scottish Government Open with Care guidance. The service had developed an enabling risk assessment that supported people to safely enjoy their local community and trips away with families.

There were robust systems in place to minimise cross infection between different areas of the home. People were encouraged at appropriate times to wash their hands to reduce the risk of infection.

There were good supplies of PPE and staff were seen to use, wear and dispose of it appropriately. Staff knowledge about infection prevention and control was very good, and staff were very competent in following expected guidance. A range of Covid-19 related audits and checks were undertaken regularly to ensure infection prevention and control was maintained to a high standard.

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

## **Evaluations**

Key question 1: How well do we support people's wellbeing? - Very 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 – Very good

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

QI 7.2 Infection prevention and control practices – Very good

QI 7.3 Staffing arrangements – Very good

## **Elderslie Project, Johnstone**

Elderslie Project is a care home registered to provide care to a maximum of nine adults with learning disabilities. The provider is The Mungo Foundation.

We carried out an inspection of this care home on 5 and 6 July, the findings of which were laid before Parliament on 21 July.

We carried out a follow-up inspection of the service on 27 August. This was to follow up on a requirement for environmental auditing and refurbishment. We found this to be met.

In line with the requirement, the provider had completed an audit of the environment. It had put in place an action plan to address areas of the home which require repair or refurbishment.

We will continue to monitor and support the service, and we will be undertaking a further inspection of this service.

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

### **Evaluations**

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

## **Kynnaid House Care Home, Fraserburgh**

Kynnaid House Care Home is registered to provide care to 39 older people, with up to two people who are under 65 years. The provider is Daviot Care Limited.

We carried out an unannounced inspection of the care home on 23 and 24 August.

Indoor visiting by family members was well managed in line with Scottish Government Open with Care guidance. Relatives told us that the service kept them informed of any changes in the home and in their relatives' care.

Staff treated people with kindness and compassion. People living in the home benefited from being supported by care staff who were familiar with personal histories, choices and preferences. The availability and range of meaningful activity should be developed to help more people get the most out of life.

People were positive about the quality and variety of meals. Improvements should be made to help people maintain a healthy weight, including timely referral to supporting health professionals.

There were sufficient nursing and care staff to meet people's needs. Further training in medication management needs to take place to improve staff practice in line with their professional responsibilities.

The home was clean and there were sufficient domestic staff to help maintain the enhanced cleaning schedules. PPE stations were well stocked and available near to point of use. Staff practice regarding infection prevention and control was good.

We informed Aberdeenshire health and social care partnership of 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? – Adequate

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Adequate

## **Belhaven House, Troon**

Belhaven House is a care home registered to provide care to 33 older people. The provider is Mansfield Care Limited.

We carried out an inspection of the care home on 23 and 24 August.

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

Staffing arrangements were not adequate to meet people's needs and people had to wait long periods of time for support. Personal plans did not adequately address the health needs of people. Observations and records were found to be incomplete for some people using the service.

There needed to be improved support to enable people to get the most out of life. This included increased opportunities for going outdoors, enhanced mealtime experiences, activities and engagement with staff and the community.

The environment did not enable people to maintain their independence. There were serious concerns in relation to the cleanliness of the environment. The fabric of the building meant that it was not possible to clean certain areas for infection prevention and control. Repairs and maintenance were not carried out timeously and reduced the effectiveness of cleaning in the home.

We issued a letter of serious concern to the provider on 24 August regarding the cleanliness of the environment and equipment in the home.

We returned to the service on 27 August and found sufficient progress had been made in this area. However, the fabric of the building remains unacceptable in some areas. The provider advised the service was commencing a refurbishment programme.



We issued an improvement notice to the provider on 30 August in relation to the environment, staffing issues, care assessment and care planning.

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

We will undertake a further visit to monitor progress and follow up on the improvements required.

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

QI 4.2: The setting promotes people's independence – 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

## **Murray House, Kelso**

Murray House is registered to provide care to 27 adults. The provider is Queens House (Kelso) Ltd.

We carried out an unannounced inspection of the care home on 23 August, concluding on 7 September.

Staff were compassionate and respectful towards people experiencing care. The service needed to improve further how they supported visiting in line with Scottish Government Open with Care guidance to enable people to connect with family and friends.

The lounge, communal areas and bedrooms were clean and tidy. While management of infection prevention and control was generally well carried out, laundry practices and the use of cleaning audits needed to improve. PPE stock was available and accessible for staff to use, and staff were competent in its use.

Staffing arrangements were sufficient to meet people's needs and staff in general felt supported. However, staff supervision and regular team meetings had not taken place and there were poor records to demonstrate the training staff had completed.

There was inconsistent information in people's support plans. This meant links with other health professionals to support the provision of good care and support to people, including anticipatory care, was not well planned. This has been identified

by the provider and a new digital support planning system has been introduced and was in the early stages of implementation.

Although people were engaging in some activities, this had not been evaluated to ensure people were receiving support to participate in activities that were meaningful to them.

Quality assurance and monitoring of service provision required improvement. Strong leadership and direction was needed to drive forward changes to ensure people's experiences improved.

We informed Scottish Borders 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? – Adequate

QI 1.1 People experience compassion, dignity and respect – Good

QI 1.2 People get the most out of life – Adequate

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

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

QI 2.2 Quality assurance and improvement is led well – Adequate

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

### **Moss Park Nursing Home, Fort William**

Moss Park Nursing Home is registered to provide care to 40 older people. Up to five of these places can be provided to people under the age of 65. The provider is HC - One.

We carried out an initial inspection of the service on 2 June, the findings of which were outlined in the report laid before Parliament on 6 June. We issued a letter of serious concern on 28 May, requiring an immediate improvement in staffing levels. When we followed up on the 1 June, people were benefiting from increased staff numbers during the day and overnight.

We carried out a further inspection on 24 August to follow up on the improvements required in relation to the quality of care and personal planning, infection prevention and control, and staffing.

We observed kind and compassionate interactions between people living in the service and staff. Staff were familiar with people's care and support needs.

Care plans were clear, more person centred and had been reviewed within necessary timescales. There was good evidence of links with other health professionals to ensure people's health and wellbeing were maintained.

Infection prevention and control had been improved. PPE supplies were good, available for staff and disposed of correctly. Enhanced cleaning schedules and robust monitoring systems had been introduced since the previous inspection. Essential building maintenance work had been completed.

There were enough staff to meet people's health and care needs. There was a staffing contingency plan to help manage staff shortages.

We informed NHS Highland of our findings.

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

## **Evaluations**

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

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **North Inch House, Perth**

North Inch House is a care home registered to provide care for up to 78 older people. The provider is Balhousie Care Limited.

A complaint investigation was carried out on 13 January. We carried out an unannounced inspection on 16 March with Healthcare Improvement Scotland, the findings of which are outlined in our report laid before parliament on 31 March. We completed an unannounced visit to the home on 12 May the findings of which are outlined in our report laid before parliament on 26 May. We carried out an unannounced inspection of the service on 9 June the findings of which are outlined in our report laid before parliament on 23 June. We carried out an unannounced inspection of this care home on 22 June. Due to the lack of progress in addressing a requirement in relation to medication administration and management we issued an improvement notice to the provider on 24 June. We outlined this in our report to parliament on 7 July.

We carried out an unannounced inspection on 24 and 30 August, to review medication management and to follow up on a requirement from a previous inspection relating to infection prevention and control.

We found that significant progress had been made and the service had met the requirements set out in the improvement notice. There was improvement in the administration, recording and storage of medication. Enhanced training was in place to ensure staff competency. A system was in place for auditing to ensure any anomalies were being addressed by the appropriate person.

The home was clean and tidy. Equipment had been cleaned or replaced. Immediate improvement was needed in the storage of cleaning products. There is a need for continued investment in the premises to ensure people benefit from high-quality facilities throughout.

People experiencing care were supported by a knowledgeable and caring team of staff who were familiar with their needs. The home had progressed visiting arrangements in line with Scottish Government Open with Care guidance.

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

We will undertake another visit to monitor progress.

We reviewed the evaluation for key question 1, QI 1.3 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

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

## **Cumbræ House, Glasgow**

Cumbræ House is a care home registered to provide care to a maximum of 66 older adults. The provider is Oakminster Healthcare Ltd.

We carried out an unannounced inspection of the service on 24, 25 and 26 August.

The care home was clean, tidy, and free of clutter. There was a high standard of cleanliness in communal areas and personal spaces. This was achieved through an enhanced cleaning schedule and robust quality assurance. Effective systems of laundry and waste management further promoted infection prevention and control.

PPE stations were fully stocked and appropriately located throughout the care home, and staff followed guidance well. Staff understanding of infection prevention and

control was promoted through on-going training, regular observations of practice and collaboration with external agencies.

People living at the home had regular visits from relatives in line with Scottish Government Open with Care guidance. People exercised choice and had diverse experiences including indoor visits, garden visits and accessing facilities in the local community.

There were kind, respectful, and positive interactions between residents and staff. People were cared for by an experienced staff team who knew their needs and preferences well. There was an overall lack of activity planning and evaluation in the home. We did not observe people participating in meaningful, organised daily activities. We required the service to improve activities to promote people's physical and mental wellbeing.

We will undertake a further inspection to monitor progress and follow up on the improvements required.

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 – 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? – Good

QI 7.2 Infection prevention and control practices – Very good

QI 7.3 Staffing arrangements - Good

## **Birch House Care Home, Aberdeen**

Birch House Care Home is registered to provide care to 8 adults with learning disabilities. The provider is Sanctuary Care Limited.

We carried out an inspection of this care home on 24 and 25 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.

People living in the care home experienced meaningful and stimulating activities to support physical and mental wellbeing. These were under review to ensure that people could enjoy a wider range of opportunities in their local community.

Families were encouraged to visit in line with Scottish Government Open with Care guidance and the home facilitated indoor and outdoor visiting.

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.

People were supported by a stable staff team who knew them well. Staff were observant and attentive to people's needs, which helped to ensure any changes in health and wellbeing were recognised quickly and relevant support arranged. Families were kept up to date with any changes in people's health and were confident staff promoted people's well-being.

Enhanced cleaning schedules were in place and staff were confident in cleaning processes. The home managed laundry and clinical waste in line with guidance. The manager needed to review cleaning schedules to ensure they addressed all areas of the home.

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.

We informed Aberdeen 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 – Very good

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

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

## **Nightingale House, Paisley**

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

We carried out unannounced inspections in the home on 29 April, 24 June, and 24 July the findings of which were outlined in the reports laid before parliament on 12 May, 7 July, and 4 August. We carried out a further unannounced inspection on 25, 26, 31 August and 1 September to follow up on the improvements required.

Staff engaged with people in a warm and caring manner. Sufficient numbers of staff were available to meet the needs of people experiencing care. Core and regular agency staff teams were observed to have a helpful impact on outcomes for people.

Care was more person centred and staff demonstrated a commitment to take account of people's wishes and preferences. The management overview of personal care delivery was improving.

Medication and wound management had improved, and the service was able to respond to people's changing health needs. As a result, the support required from external healthcare professionals was seen to be lessening. Additional training was completed for new and core staff. Staff appeared more confident.

People were supported to get more out of life. We observed daily planned activities, increased opportunities to go outdoors, improved mealtime experiences, and greater engagement from all the staff.

Environmental refurbishments were progressing to improve facilities throughout the care home. People's individual preferences were being considered. Cleanliness of the environment had been maintained with a temporary housekeeper providing support. Improvements to the laundry had been fully completed.

An experienced interim nurse manager was in post. Confidence in management oversight had improved. We observed a supportive culture with a focus on risk assessment, communication and governance processes.

The service continued to recruit a permanent substantive management team. We will continue to closely monitor potential risks around staffing as further progress is required in this area.

We informed Renfrewshire 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 – 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

## Balhouses Ruthven Tower, Auchterarder

Balhouses Ruthven Towers is registered to provide care to 51 people. The provider is Balhouses Care Limited.

We carried out an unannounced inspection of the care home on 25 August.

The service was progressing with implementing Scottish Government Open with Care guidance, however this must be progressed to further enhance opportunities for visiting. Feedback from families about visiting arrangements was positive.

Individual personal plans provided good information on how current care and support needs were being managed. The service had good links with external professionals to support wellbeing.

The home environment was generally clean and well maintained, however appropriate storage was needed in en suite bathrooms. Enhanced cleaning schedules were in place. Attention was needed to ensure that all mattresses and equipment were sufficiently clean. Staff had received training and were knowledgeable about Covid-19 and infection prevention and control.

Staffing arrangements were adequate to meet the physical and health care needs of the people receiving care in the service. We saw that staff were busy with essential care tasks leaving limited time for social interaction.

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

Q1 7.1 People's health and wellbeing – Adequate

Q1 7.2 Infection prevention and control practices – Adequate

Q1 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 Ltd.

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

We carried out a follow-up inspection on 4 August, the findings of which were outlined in the report laid before parliament on 18 August.



A further follow-up inspection was carried out on 26 August to assess progress on improvements that were required in relation to skin care, nutrition and hydration, medications, the management of clinical risks and infection prevention and control.

Since the previous inspection an audit had been carried out to assess the condition of everyone's skin. As a result of this audit, additional airflow and high-grade mattresses had been purchased. Dressings were now being changed in line with the wound treatment plans. A protocol was in place for staff to escalate clinical risks and seek advice from appropriate healthcare professionals. The completion of records for topical medications, such as creams and lotions, had improved. Food and fluid intake was being closely monitored.

Cleaning schedules were now in place. Additional PPE stations had been purchased and were due to be delivered. Improvements had been made to the laundry system.

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

We will undertake a further follow-up inspection 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? - 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

## **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 the service on 30 March with Healthcare Improvement Scotland, the findings of which were outlined in our report laid before parliament on 14 April. We carried out a further visit on 19 May and reported our findings in the report laid before parliament on 9 June. We completed a further inspection of the service on 3 August, the findings of which were outlined in our report laid before parliament on 18 August.

We completed an unannounced inspection on 25 August to review the progress with the areas for improvement required in relation to people's care and infection prevention and control.

People were supported by staff who were familiar with their preferences and choices. People's wellbeing benefited from the improved provision of meaningful activities, better record keeping and good leadership. Visiting was taking place in line with Scottish Government Open with Care guidance, with indoor and outdoor visits taking place.

The home was clean and tidy and enhanced cleaning regimes were in place. Infection prevention and control measures were being adhered to and there were good supplies of PPE which were stored safely and were easily accessible to staff.

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

## **Evaluations**

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

## **Merino Court Nursing Home, Greenock**

Merino Court nursing home is registered to provide care to 60 older people. The provider is HC-One Limited.

We carried out an initial inspection of the service on 28 October, the findings of which were outlined in the report laid before Parliament on 11 November.

We carried out an inspection of this care home on 25 August to follow up on the improvements required.

Work had been carried out to upgrade the first-floor domestic services room. The refurbishments meant the area was now clean, safe, and hygienic. The domestic services rooms on both units were well maintained and free from clutter. Handwashing facilities were now available in domestic services rooms as well as the sluice areas.

Quality assurance systems were in place, and there was improvement in the general cleanliness of the home. The cleaning schedules were in place and included touchpoint cleaning. PPE stations were well stocked, and bins were available in key locations. New cleaning trolleys and colour coded mops were now being used. Isolation rooms for new admissions were identified clearly and effective signage supported this.

The home was welcoming, staff were friendly, and residents were offered choice and appeared content and relaxed. Visiting was taking place in line with Scottish Government Open with Care guidance.

We informed Inverclyde 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? - Good

## Queens House, Kelso

Queens House is a care home registered to provide care to 32 older adults. The provider is Queens House (Kelso) Ltd.

We carried out an unannounced inspection of this care home on 26 August concluding on 7 September.

Staff were compassionate and respectful towards people experiencing care. The service needed to further improve how they supported visiting in line with Scottish Government Open with Care guidance.

The lounge, communal areas and bedrooms were clean and tidy. However, improvements were needed in the management of infection prevention and control in parts of the home. This included storage and laundry practises. There was a lack of cleaning audits to monitor how sufficient cleaning was.

PPE stock was accessible for staff to use, and staff were competent in its use.

Staffing arrangements were sufficient to meet people's needs and staff in general felt supported. However, staff supervision and regular team meetings had not taken place and there were poor records to demonstrate the training staff had completed.

Improvement was needed about activity planning and anticipatory care planning for people. Review meetings with people and those important to them had recently recommenced.

Stronger leadership and direction were required to drive forward the changes needed to ensure infection prevention and control and people's experiences improved.

We informed Scottish Borders 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? - Adequate

QI 1.1 People experience compassion, dignity and respect - Good

QI 1.2 People get the most out of life - Adequate

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

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

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

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 – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Craigard House, Ballater, Aberdeenshire**

Craigard House is a care home registered to provide care to 24 older people. The provider is Craigard Care Ltd.

We carried out an initial inspection of the service on 4 March, the findings of which were outlined in the report laid before Parliament on 17 March. A follow-up inspection was completed on 20 May, the findings of which were outlined in the report laid to parliament on 10 June.

We carried out an unannounced inspection of the care home on 30 and 31 August. We identified significant concerns around infection prevention and control systems and practice.

We returned to the service on 4 September to follow up on the required improvements.

Action had been taken, the condition of mattresses had been addressed and bins were in place to support safe disposal of PPE. A system had been developed to quality assure infection prevention and control practice, however further improvements are required.

Relationships between staff and residents were positive and caring. Improvement is required to ensure people's privacy and dignity is always maintained. There was a lack of activities and opportunities for outdoor life to support meaningful days.

Support staff were regularly working additional hours to those contracted to meet the staffing requirements of the service.

The home was supporting visiting in line with Scottish Government Open with Care guidance and people were being supported to maintain contact with families and friends.

Not all staff had been trained in infection prevention and control and Covid-19. Staff use and disposal of PPE was not consistently in line with current guidance. Some refurbishment work had been carried out to upgrade facilities. Further work was required to bring the environment up to a standard that supports good care.

The service did not have appropriate recording systems in place for key areas of practice to help support improvement.

We informed Aberdeenshire 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 - Adequate

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

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

QI 7.2 Infection prevention and control practices – Weak

QI 7.3 Staffing arrangements – Weak

## **Bridge View House Nursing Home, Dundee**

Bridge View House Nursing Home is registered to provide care to 43 older people. The provider is Tayside Care Limited.

We carried out an initial inspection of the nursing home on 17 June 2020 and issued a letter of serious concern to the provider on the same date. We visited the service again on 22 June to follow up on this. Our findings were outlined in the report laid before parliament on 8 July. We carried out a further inspection of the service on 27 May 2021. The findings were outlined in the report laid before parliament on 09 June.

We completed a further inspection of this care home on 31 August to follow up on the improvements that were required in relation to laundry facilities and laundry management.

The service had purchased two new washing machines which meant there was now sufficient equipment within the laundry. Laundry staff operated segregated areas for clean and unclean laundry and had a clear route through the laundry using separate entrances and exits. Practices within the laundry were now compliant with current infection prevention and control guidance. These actions have also made the environment safer for residents who can be confident that appropriate steps have been taken here.

An outstanding area for improvement relating to improvements to garden access remained in the planning stage and will be monitored at future inspections.

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

We reviewed the evaluations for infection prevention and control practices for this care home based on our findings at this inspection. The updated evaluation for QI 7.2 is set out below.

### **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 – Good

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Good

## **Fairknowe, Maybole**

Fairknowe is a care home registered to provide care to 40 older people. The service provider is Mead Medical Services Limited.

We carried out an inspection on 3 February with Healthcare Improvement Scotland, the findings of which were outlined in the report laid before Parliament on 17 February. A follow-up inspection was carried out on 17 March, the findings of which were laid before Parliament on 31 March. We carried out an inspection of the home on 12 July, the findings of which were laid before Parliament on 4 August.

We carried out a follow-up inspection on 31 August. The focus of this inspection was on the improvements which were required regarding the safe management of medications.

The service had reviewed their homely remedies agreements. These had been sent to the local the GP practices and were in the process of being renewed. Medication training with the local NHS care home professional support team was arranged.

Managers confirmed that some drug errors had occurred when agency staff were on shift. To prevent this, an agreement was reached that only permanent staff will administer medication until new staff are recruited. Recruitment was ongoing. We have extended the timescales for the medication requirement until 20 September.

The home had fully reopened to visiting in line with Scottish Government Open with Care guidance, people benefited from seeing those who were important to them.

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

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

### **Evaluations**

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

## **Seabank House, Aberdeen**

Seabank House is a care home registered to provide care to 22 adults. The provider is Seabank House Committee.

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 carried out an inspection of this care home between 31 August and 1 September to follow up on the requirements related to infection prevention and control.

The service had made noticeable improvements. There was a cleaner, less cluttered environment. Cleaning equipment, its storage and use had been reviewed and were in line with best practice. Systems had been newly implemented to monitor and maintain the improved cleaning procedures.

Infection prevention and control training had been completed by staff. A review of PPE disposal had resulted in appropriate bins being located throughout the home, to allow safe disposal of PPE near to the point of use.

The service was facilitating visitors however some practice was not in line with Scottish Government Open with Care guidance, in relation to LFD tests and ensuring fresh masks were worn. The service need to address these issues to ensure visiting has in place the correct procedures to minimise risks.

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

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

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 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Balhousie Dalnaglar, Crieff**

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

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 inspection of the care home on 5 August 2021, this was reported to parliament 18 August.

We carried out a further unannounced inspection of the care home on 31 August to follow up on the improvements required. The provider had made good progress in the required areas for improvement.

Scottish Government Open with Care guidance had been progressed to support indoor visiting and outings. Personal plans were informed by assessment which helped identify and plan for people's support needs. The service was continuing work to develop the personalisation of plans.

Audits had been further developed. Checks of equipment such as mattresses and personal care equipment had been undertaken and all equipment cleaned or



replaced as required. Staff also had training to improve their knowledge and practice, particularly in relation to thorough checking of equipment, including beds and mattresses. Laundry was being managed at the correct temperature and practice had improved.

We informed Perth and Kinross 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 included 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? – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Adequate

## **Pitkerro Care Centre, Dundee**

Pitkerro Care Centre is a care home registered to provide care to 70 older people. The provider is Pitkerro Opco Ltd.

We carried out an inspection on 24 June 2020 with Healthcare Improvement Scotland, the findings of which are outlined in our report laid before parliament 8 July. We completed a further visit to the home on 17 July, the findings are in the report laid before Parliament on 5 August. We carried out an unannounced inspection of the care home on 22 May 2021, the findings of which are outlined in our report laid before Parliament on 9 June. A further unannounced inspection visit took place on 23 June and outlined our findings in the report laid before Parliament on 7 July.

We completed a further visit on 31 August to follow up on the improvements required.

The service had made good progress with the implementation of Scottish Government's Open with Care Guidance. Visiting arrangements for people meant they were able to have enjoyable visits from family and others important to them.

The service was working towards improving social stimulation and increasing opportunities for people to engage in meaningful activities. Progress had been made but this needed to be further developed.

The home environment was clean and well maintained. PPE supplies were good, stored properly and easily accessible for staff throughout the home.



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

We informed Dundee health and social care partnership of findings.

We will undertake a further visit to monitor progress.

## **Evaluations**

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

## **Springvale Care Home, Lennoxton**

Springvale Care Home is registered to provide a care service to a maximum of 95 older people, including two places for adults over 50 years with assessed care and support needs. The service is operated by Springvale Care Limited.

We carried out an inspection on 17 August 2020, the findings of which were outlined in our report laid before Parliament on 19 August 2020.

We carried out an unannounced inspection of the care home on 31 August, 1 and 2 September 2021.

People experienced kind and compassionate care and support. There was a need to improve the staff skills regarding dementia care. Personal plans reflected individuals' health and care needs. There was some attention needed to ensure documentation was up to date.

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

We saw that there was a need to increase housekeeping staff hours and improve quality assurance systems to maintain a satisfactory level of cleanliness in the home. PPE stations were available at point of use. Staff practice regarding infection prevention and control was satisfactory. Social distancing was well managed.

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

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 - Adequate

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

## Springboig Care Home, Glasgow

Springboig Care Home is registered to provide care to a maximum of 70 older people, including 4 named persons under 65 years. The provider is Care Homes (Scotland) Ltd.

We carried out an unannounced inspection of this care home between 31 August and 1 September.

People received kind and caring support from a staff team who knew them well and families spoke positively about the care home and the care staff. Arrangements were in place to keep relatives updated about people's wellbeing.

Activities should be more meaningful for some people, further support was needed to ensure that everyone had access to regular social stimulation and opportunities to engage in meaningful ways, including people who remain in their rooms.

Indoor and outdoor visiting took place however, a booking system was in place. The service needed to increase the frequency, duration, and number of people on visits, in line with the Scottish Government Open with Care guidance.

Care plans were in part person-centred, however we found some inconsistencies in this. Some health care plans lacked detail. Anticipatory care plans reflected people's choices for end-of-life care and other circumstances. Effective working relationships with external health practitioners supported positive outcomes for people.

The general environment was well maintained and clean. Cleaning schedules were in place; however, some areas required further cleaning. Staff used PPE correctly. Additional PPE supplies were provided following our advice. Laundry procedures were in line with current guidance. Quality assurance systems, in respect of infection prevention and control, supported compliance with current guidance.

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 - 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 – Good

## **Almond View Care Home, Glasgow**

Almond View Care Home is registered to provide care to 78 older people, inclusive in that number are four places for adults aged 50 – 64 years with conditions aligned with old age. The provider is Holmes Care Group Scotland Ltd.

We carried out an unannounced inspection of the care home on 30 and 31 August and 3 September.

Residents were being cared for by staff who were familiar with their needs and preferences. Staff were available in sufficient numbers to provide the support people required. Interactions between staff and residents were kind and considerate and there was a relaxed and pleasant atmosphere within the home.

A variety of activities on offer helped people to remain active and stimulated. Visits were taking place in line with Scottish Government Open with Care guidance.

The home had links with health and social care professionals who provided additional expertise and guidance.

Quality audits and associated action plans helped to improve people's experiences and outcomes and improvements to care plans were underway.

PPE supplies were good and sufficiently close to the point of need, and staff demonstrated a good understanding of infection prevention and control management. Laundry and domestic tasks were managed in line with current guidance and the home was clean and uncluttered.

We informed City of Glasgow 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

## **Caledonian Court Care Home, Larbert**

Caledonian Court Care Home is registered to provide care to 72 older people. The provider is Care UK.

We carried out an inspection of this care home between 31 August and 1 September.

People experienced caring and respectful interactions from staff. There was a relaxed and pleasant atmosphere within the home. People were supported to make choices about their day-to-day life. To ensure staff could respond to people's needs during busy times, we discussed with the manager improved ways to organise staff.

The home employed several lifestyle coordinators who had a positive impact on people's experiences. People were supported to take part in one-to-one and group activities throughout the day.

Staff needed to be more responsive to people's health needs. Care plans did not always fully reflect people's health needs. The provider must ensure staff are appropriately trained to support people's health needs.

There was a good supply of PPE which was stored and disposed of appropriately. Staff had received training and were knowledgeable about Covid-19. The cleaning of equipment and furnishings needed to improve as several items in the home were either soiled or so worn that effective cleaning was not possible. Robust quality assurance and monitoring of cleaning of equipment was needed to ensure cross-infection risks for people are reduced.

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

We informed Falkirk 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 - 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

## **Southside Care Home, Inverness**

Southside Care Home is registered to provide care to 33 older people. The provider is Southside Nursing Home Ltd.

We carried out an unannounced inspection between 12 and 21 July. The findings of which were outlined in the report laid before Parliament on 4 August. We issued an improvement notice on 21 July and an emergency condition notice on 23 July.

We carried out a further unannounced inspection on 1 September to follow up on the improvements that were required.

There were improvements in care planning and in the care provided. People looked well, and staff were responsive to their needs. People's health and care needs were being reassessed. Care plans were being updated to support staff to meet people's health, safety and wellbeing needs.

People were supported to stay in touch with family and friends and arrangements for visiting had been improved. They also enjoyed going out and had visits within the privacy of their own room, in line with Scottish Government Open with Care guidance.

Staff numbers had been increased. There were enough staff to safely meet people's needs. The provider still needs to put in place effective arrangements to permanently support safe staffing levels.

Staff required further training to build competence in key areas of practice. Leadership and management oversight had improved. Further work is required to establish effective quality assurance arrangements.

The provider was progressing well with a plan to improve the quality of the service. Additional time was required to fully implement the plan.

The improvement notice timescale was extended.

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

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? 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 3: How good is our staff team? Weak

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

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

## **Eastwood Court, Giffnock**

Eastwood Court care home is registered to provide care and support for up to 52 older people. The Provider is Larchwood Care Homes (North) Limited.

We carried out an inspection on 1 July 2020 with Healthcare Improvement Scotland, the findings of which are outlined in our report laid before Parliament on 8 July 2020.

We carried out an unannounced inspection of the care home on 1, 2 and 3 September 2021.

Residents 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 residents. At times we found care staff to be task orientated, leaving little time to spend meaningfully with residents.

Relatives were encouraged to visit in line with Scottish Government Open with Care guidance.

There was a good programme of activities which were mainly individual and small group activities.

There was good healthcare information in resident's care plans which showed that staff would contact other health professionals for their advice and guidance. The care plans would benefit from a more person-centred approach.

The home was clean and tidy. The housekeeping staff worked hard to maintain good infection prevention and control standards. There was a good supply of PPE and it was used appropriately by almost all staff. Audits were in place to support good practice. Staff were knowledgeable about infection prevention and control but did not always adhere to the protocols in place.

We informed East Renfrewshire 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? – Adequate

QI 7.2 Infection prevention and control practices – Good

QI 7.3 Staffing arrangements – Adequate

## Wyndwell Care Home, Peterhead

Wyndwell Care Home is registered to provide care for 31 older people. The provider is Renaissance Care (No2) Limited.

We carried out an initial inspection on 7 and 8 July, the findings of which were laid before Parliament on 21 July.

We inspected the home on 2 September to follow up on the required improvements in relation to how people's health and care needs were being met, the management of medication and accidents and infection prevention and control.

Improvements had been made to individual personal plans. There was good information on how current care and support needs were being managed. Improvements to the allocation of staff resulted in increased staff visibility and availability. This helped people receive the care and support when they wanted and needed it.

There were additional domestic staff on duty. This helped maintain the enhanced cleaning schedules. Staff had completed refresher infection prevention and control training and there was observation of staff practice. The necessary improvements to infection prevention and control had been made.

There was increased oversight of medication management. The medication practices were found to be safe and in line with guidance. The service had also put appropriate measures in place in relation to reduce the risk from accidents in the home.

The management team had been strengthened and there was improved clinical oversight. This helped inform changes in the service and contributed to improved outcomes.

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 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



## **Mossvale Care Home, Glasgow**

Mossvale Care Home is registered to provide care to 61 older people, included in that number are two places for adults under 65 years. The service provider is Mossvale Care Home Limited.

We carried out an unannounced inspection of this care home on 2 and 3 September.

People were cared for by staff who knew them well and were knowledgeable about their needs and preferences. However, personal plans were inconsistent and needed to be improved to reflect people's changing needs.

There were sufficient staff to meet people's needs. We observed caring and respectful interactions between staff and people experiencing care and there was a relaxed and unhurried atmosphere within the home.

Visits were taking place in line with Scottish Government Open with Care guidance.

The home had links with external health and social care professionals who provided additional expertise and guidance.

PPE supplies were sufficient and were available close to the point of need. Handwashing facilities and alcohol-based hand rub were accessible throughout the home. The cleaning of the environment was not robust and needed to be improved. The management team took prompt action during our inspection to address some concerns in relation to cleanliness. The service had an effective laundry system, and laundry was managed in line with current guidance.

All staff had completed training in infection prevention and control and practice. The quality assurance of the standard of cleaning needed to be improved.

We informed Glasgow 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 – Good

## **Tyneholm Stables Care Home, Tranent**

Tyneholm Stables Care Home registered to provide care for up to 45 older people. The provider is Sanctuary Care Limited.



We carried out an inspection of the care home on 2 and 3 September.

People were supported to maintain contact with families and friends and communication with families was effective. Families were confident in staff, who they described as responsive and understanding. Staff engaged with people in a warm and caring manner and were available to meet people's needs.

The home was warm and welcoming. The design and layout of the building meant that the three units of the home had separate entrances, which helped reduce the risk of transmission of infection. Outdoor spaces were pleasant and regularly used by people and their visitors. Visiting arrangements had been progressed in line with Scottish Government Open with Care guidance.

Overall, the service was clean and tidy. There was a good supply of PPE and staff were seen to use and dispose of it appropriately. Staff were knowledgeable about infection prevention and control.

Whilst regular audits and checks were in place, which helped support safe practice, these were not used consistently to identify or follow up on areas of concern. These should be used more effectively to support improved outcomes for people working and living in the home.

Improvements were needed to ensure personal care records and plans accurately reflected people's needs and wishes.

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

## **Evaluations**

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

QI 7.1 People's health and wellbeing – Adequate

QI 7.2 Infection prevention and control practices – Adequate

QI 7.3 Staffing arrangements – Good

## **Springhill Care Home, Kilmarnock**

Springhill Care Home is registered to provide a service to a maximum of 61 older people. The provider is Clyde Care Limited, part of the Silverline group of care homes.

We carried out an initial inspection of the service on 4 and 11 September 2020. The findings of which are outlined in the report laid before parliament on 30 September. We carried out an unannounced inspection of the care home on 20 and 21 July 2021. The findings of which are outlined in our report laid before parliament on 4 August.

We carried out a follow-up inspection on 3 September to assess the progress on further improvements that were required in relation to infection prevention and control measures.

We found improvement in the cleaning of shared equipment with cleaning schedules and audits implemented to maintain acceptable standards. Storage equipment and laundry trolleys had been purchased and used to transport linen safely. There were more clinical waste disposal points throughout the home, where staff could safely dispose of their PPE and reduce the risk of cross contamination.

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

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

## **Evaluations**

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

## **Heatherfield Nursing Home, Armadale**

Heatherfield Nursing Home is registered to provide general nursing care to 60 people over the age of 65 and to those with dementia related conditions. The provider is Holmes Care Group Scotland Ltd.

We conducted an unannounced visit to the care home on 6 September 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. People were supported to keep in contact with friends and family with regular visits taking place.

The home was visibly clean, tidy and generally well maintained. Some furnishings and care equipment required to be repaired or replaced to ensure they could be adequately cleaned. PPE stations were easily accessible and well stocked. All staff wore PPE appropriately. There had been recent improvements in relation to the use of handwashing facilities in some areas.

Staff had received training and were knowledgeable about infection prevention and control.

Enhanced cleaning schedules were in place and housekeeping staff were using the correct cleaning solutions. Environmental audits need to be reviewed to ensure that these continue to promote practice management of infection prevention and control.

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

## **Evaluation**

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.

## **South Lodge, Ayr**

South Lodge care home is registered to provide care to 39 older people. The provider is South Ayrshire Council.

We carried out an initial inspection of the service from 19 July to 21 July, the findings of which were outlined in the report laid before Parliament on 4 August.

A follow-up inspection was completed on 6 September to follow up on the improvements that were required in relation to management of laundry, the kitchen environment and care planning.

The laundry layout had been improved to minimise the risk of cross contamination and the staff kitchen had been upgraded to make this easier to clean. The required improvements in these areas were met to a satisfactory standard. Further work was needed to ensure that people's health needs were being monitored using appropriate risk assessment tools which were informing the plan of care.

We will undertake a further visit to monitor progress.

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.

## **Ashlea House, Callander**

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 unannounced inspection of the service on 16 July 2020. We made a further visit to the service on 27 August and 9 September. The findings of these visits were laid before Parliament on 22 July and 14 October 2020.

We carried out an unannounced inspection of the service on 15 February 2021. We identified serious concerns about the care people were experiencing and issued an improvement notice on 19 February. We carried out further visits to the service on 23 March, 14 and 26 April. We outlined our findings in the reports laid before Parliament on 14 April and 12 May.

We completed a further inspection on 3 and 4 August. Although many improvements had been made, we had significant concerns about staffing

arrangements relating to nursing staff cover. We issued a letter of serious concern on 3 August in relation to this. The provider had addressed this requirement by the end of our visit on 4 August. We outlined our findings from this inspection in the report laid before Parliament on 18 August.

We carried out a further visit on 7 September to follow up on staffing arrangements for nursing cover. The required improvements, which had been previously made in relation to nursing cover, had been sustained. We found that people were experiencing responsive care and that the setting was clean.

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 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 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 – Good

QI 7.3 Staffing arrangements – Adequate

## **Ailsa Lodge Care Home, Bishopton**

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

We carried out an inspection of the service on 4 and 5 August 2021, the findings of which were outlined in our report laid before Parliament on 18 August.

We carried out a further inspection on 7 September to follow up on the improvements required.

We noted that some improvements had been made to the environment with the purchase of new armchairs, some mattresses, and the redecoration of a lounge.

The dining experience had improved, new table settings and tablecloths had been purchased and staff were attentive to people's needs. People were enjoying their meals in a pleasant and social atmosphere. We received positive feedback about the home from staff, people experiencing care, relatives, and healthcare professionals that we spoke with.

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

Very recent management changes meant that the anticipated improvements to the service had not fully taken place. Further work was required to ensure infection prevention and control standards were maintained to an acceptable level.

New care plans had been introduced but had not been fully implemented, and a comprehensive service improvement plan was being developed.

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

We will undertake a further inspection to monitor progress.

## **Evaluations**

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

**Headquarters**

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

web: [www.careinspectorate.com](http://www.careinspectorate.com)

email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

telephone: 0345 600 9527