

Recorded delivery

Intobeige Limited  
31-40 West Parade  
Newcastle upon Tyne  
NE4 7LB

31 May 2018  
2018366736  
CS2003055110

Dear Sirs

**IMPROVEMENT NOTICE**

**SECTION 62 PUBLIC SERVICES REFORM (SCOTLAND) ACT 2010 (“the Act”)**

Social Care and Social Work Improvement Scotland (hereinafter referred to as “the Care Inspectorate”) has concluded that Spynie - (Care Home), Duffus Road, Elgin, IV30 5JG is not operating in accordance with requirements imposed by or under the Act. The Care Inspectorate hereby gives you notice that unless there is a significant improvement in provision of the service, it intends to make a proposal to cancel your registration in terms of section 64 of the Act. The nature of the improvements to be made, and the period within which they must be made, are specified below.

**Improvement**

1. By 24 August 2018 you must demonstrate to the Care Inspectorate that proper provision is made to meet service users’ physical, social, emotional and psychological needs in a way which respects their wishes and choices. In order to achieve this, you must ensure that:
  - a) each service user and/or their representative, together with relevant professionals, are included in assessing their own needs and planning how those should be met;
  - b) a care plan is written for each service user which sets out how their needs will be met in a way which respects their wishes and choices. This is in relation to, but not limited to: continence, nutrition, pressure ulcer prevention and supporting service users with stress and distress;
  - c) identify and implement a system that will ensure that service users receive the care that is identified in their care plan and where there are indications of poor care, this is recognised and action is taken promptly to address this; and
  - d) there is a process in place to identify and respond promptly when there is a significant deterioration in service users’ health and wellbeing or they are unhappy.

This is in order to comply with Regulations 3 and 5 of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210)

2. By 24 August 2018 you must demonstrate to the Care Inspectorate that members of staff relevant to their role are trained, competent and skilled. This is in relation to continence, nutrition, pressure ulcer prevention and supporting people with stress and distress. In order to achieve this you must:
  - a) ensure that there is an assessment of staff competence and skills in relation to the aspects of care and support identified above;
  - b) that staff receive training based on the above assessment; and
  - c) ensure that there is a system in place to assess the ongoing competency and skills of members of staff in relation to the aspects of care and support identified above. Where poor practice is identified, action must be taken promptly to address this.

This is in order to comply with Regulations 4(1)(a) and 15(b)(i) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

3. By 24 August 2018 you must demonstrate to the Care Inspectorate that people's health, safety and well-being needs are met in a manner which promotes their dignity by implementing effective management arrangements for the service. In order to achieve this you must:
  - a) make proper provision to assess and improve the quality of service users' care and support; and
  - b) ensure all staff with line management responsibilities are made aware of their roles and that they are given the necessary knowledge and skills with which to fulfil them.

This is in order to comply with Regulations 3 and 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

A copy of this notice has been sent to the local authority within whose area the service is provided as required by section 62(2) of the Act.

Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand.

Yours faithfully



**Margaret Smith**

Team Manager

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cc: Local Authority: The Moray Council  
Health and Social Care Moray