



website: [www.careinspectorate.com](http://www.careinspectorate.com)  
telephone: 0345 600 9527  
email: [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot)  
Twitter: [@careinspect](https://twitter.com/careinspect)

Sent by email to: [REDACTED]

365 Care Limited  
15 Bowfield Way  
Howwood  
Johnstone  
PA9 1BF

30 November 2022  
CS2017360995

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 365 Care, 15 Bowfield Way, Howwood, Johnstone, PA9 1BF is not operating in accordance with the requirements of Regulations made under the Act. The Care Inspectorate hereby gives you notice that unless there is a significant improvement in the 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.

**Improvements**

1. **By 27 January 2023**, you must protect the health, welfare, and safety of those who use the service. In particular, you must ensure the completion of, and access for all relevant staff to care plans, risk assessments and up to date reviews. These must:
  - a. accurately reflect the assessed current health and care needs of the service user,
  - b. include person-centred information outlining needs, abilities and support required to meet those needs,

**Care Inspectorate**, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD14NY

We have offices across Scotland. You can find details at [careinspectorate.com](http://careinspectorate.com)

- c. demonstrate meaningful involvement and consultation with the person who uses the service and/or their representative,
- d. accurately reflect risks that have been identified, the assessment of these and steps to be taken to reduce and/or mitigate the risks, and
- e. accurately reflect the level of staff support required to manage medications and medication recordings (which must comply with your medicine management policy).

In addition, you must:

- f. ensure that those staff allocated to undertake the above assessments and reviews have the skills, knowledge, and experience necessary to do so.

**This is in order to comply with Regulations 3, 4(1)(a) & (d), 5(1), 5(2)(a), 5(2)(b) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

2. **By 24 February 2023**, you must ensure service users' health, safety and well-being needs are met by implementing all relevant aspects of the best practice guidance, 'Safer Recruitment Through Better Recruitment' (Scottish Government, 2016). This must be accompanied by responsive management arrangements which give service users confidence that the service received by them is delivered by well-trained competent and confident staff. In order to achieve this, the action you take must include but not be limited to, the following:
  - a. ensuring that current staff are appropriately and safely recruited in line with best practice guidance, 'Safer Recruitment Through Better Recruitment' (Scottish Government, 2016),
  - b. carrying out right to work checks and having appropriate arrangements for international recruitment,
  - c. ensuring employees communicate well with English speaking clients, families, professionals, and co-workers during work time,
  - d. keeping up to date and detailed records of all staff who work for you, and
  - e. ensuring staff who require to be registered with SSSC (Scottish Social Service Council) or other professional bodies do this within the timescales set and monitor this effectively.

**Care Inspectorate**, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD14NY

We have offices across Scotland. You can find details at [careinspectorate.com](https://www.careinspectorate.com)

**This is in order to comply with Regulations 3, 4(1)(a) & (d), 7(2)(c), 9(1)(2)(b) & (c), 13, 15(a) & (b)(i) and 17(1)(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

3. **By 24 February 2023**, you must ensure service users' health, safety and well-being needs are met by implementing effective and responsive management arrangements. These must be supported by robust quality assurance systems which give service users confidence that the service received by them is well led and managed. In order to achieve this, the action you take must include but not be limited to, the following:
- a. keep accurate records of all training completed, to evidence that staff, supervisors, and managers all have the required skills, knowledge, and qualifications,
  - b. monitor staff competence through training, supervision, and on-site observations of staff practice and take action to improve or reduce poor or unsafe practice,
  - c. engage with service users and staff about the quality of the service and take action to address improvements identified to ensure improved outcomes for service users, and
  - d. implement and evidence the effective use of the quality assurance system to demonstrate the routine monitoring of the quality of the service and develop and implement an improvement plan which shows actions being taken to improve support good-outcomes for people,
  - e. ensure information about care and support is up to date and regularly evaluated as part of effective quality assurance systems.

**This is in order to comply with Regulations 3, 4(1)(a) & (d), 7(2)(c), 15(a) & (b)(i) and 18 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.

**Care Inspectorate**, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY

We have offices across Scotland. You can find details at [careinspectorate.com](https://www.careinspectorate.com)

Yours faithfully



**Simon Deveney**

Team Manager

Direct: [REDACTED]

Email: [simon.deveney@careinspectorate.gov.scot](mailto:simon.deveney@careinspectorate.gov.scot)

cc: Local Authority: [REDACTED]  
[REDACTED]  
[REDACTED]

**Care Inspectorate**, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD14NY

We have offices across Scotland. You can find details at [careinspectorate.com](http://careinspectorate.com)