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Sent by email to: [REDACTED]

Absolute Recruitment (UK) Ltd
62 Springbank Terrace
Aberdeen
AB11 6JZ

15 March 2022
2022383204
CS2017354749

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 Able Care @ Home, 10 Mearns Street, Aberdeen, AB11 5AT 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 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 **03 April 2022**, you must protect the health, welfare, and safety of those who use the service by ensuring that all personal plans, risk assessments, and care plans are up to date, and are reviewed at least once in every six months thereafter and, that they:
 - a) accurately reflect the current assessed health and care needs of the service user, with priority being given to personal care, nutrition, and stress and distress,
 - b) include detailed information outlining the needs and abilities of the service user and the support required to meet those needs,
 - c) accurately reflect any identified risks to the service user’s health and includes an assessment of these risks and the steps that are to be taken to reduce and/or mitigate the risks, and
 - d) are always implemented.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at careinspectorate.gov.scot

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

2. By **17 April 2022**, you must ensure that service users experience a service with well trained staff. In particular, you must demonstrate to the Care Inspectorate that:

a) all staff have received training in the following areas:

- induction
- person centred care
- nutritional care
- infection prevention and control
- medication and
- stress and distress,

b) there are regular quality assurance checks to demonstrate how training received is being implemented in practice,

c) the provision of care is delivered in accordance with current good practice guidance, and

d) there is a system in place to regularly monitor the practice of staff when delivering care.

This is in order to comply with Regulation 4 (1)(a) and Regulation 15 (b)(i) 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.

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Yours faithfully



Amanda Welch

Team Manager

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cc: Local Authority – Aberdeen City Council

