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Sent by email: [REDACTED]

All for You Services Limited

[REDACTED]
[REDACTED]
[REDACTED]

21 September 2022
2022383236
CS2021000223

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 All for You Services Limited, [REDACTED] 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.

Improvement 1

By 30 September 2022, the provider must ensure that people are protected from harm by providing a service which is well led and managed, and which results in better outcomes for service users. To do this, the provider must, at a minimum:

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- a) Ensure that there is effective leadership of the care service by a suitably experienced and qualified person who is able to lead and direct the delivery of care.
- b) Introduce quality assurance systems which support the delivery of care to people, including audits of processes which measure staff competence and safe outcomes for service users.

This is in order to comply with:

Regulation 7 (2) (Fitness of managers) and 17(1) (Appointment of manager) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Improvement 2

By 14 October 2022, the provider must ensure that people are supported safely with their mobility and transfers, including where equipment is used. To do this, the provider must, at a minimum:

- a) Make arrangements for all current staff to undertake practical moving and handling training by a suitably qualified person.
- b) Ensure the moving and handling practice of staff is observed and evaluated by a competent person, and records kept to evidence this.
- c) Ensure that every person who receives support with moving and handling has been appropriately assessed by a suitably qualified person to determine the support they require.
- d) Ensure that care plans and risk assessments contain detailed information on how the person is to be supported with their moving and handling.

This is in order to comply with:

Regulations 4(1)(a) and 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Improvement 3

By 14 October 2022, the provider must protect the health, welfare, and safety of those who use the service by ensuring that people are supported safely with their medication. To do this, the provider must, at a minimum:

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- a) Ensure that every person who receives support with medication has been assessed by a suitably trained person to determine the level of support they require.
- b) Ensure that care plans and risk assessments contain detailed information on how each person is to be supported with their medication.
- c) Make arrangements for all current staff to undertake medication training in line with their role and responsibilities and introduce a system to assess their competency on a regular basis.
- d) Make arrangements for a suitably trained person to oversee practice and review any concerns related to medication.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Improvement 4

By 14 October 2022, the provider must introduce staff recruitment and selection procedures which safeguard people who use the service and meet legal and good practice requirements. To do this, the provider must, at a minimum:

- a) Ensure that staff who carry out recruitment and selection have appropriate, relevant training in line with the provider's policy.
- b) Introduce a robust system for interview of applicants, uptake of suitable references and making PVG applications prior to commencement of employment.
- c) Develop and implement a process to follow-up references and PVG applications where these are not satisfactory. This process should include discussion with the applicant, relevant risk assessment and records kept of discussions and risk reduction measures.
- d) Ensure that all staff and managers are registered with an appropriate regulatory body.

This is in order to comply with:

Regulation 9(1) 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.

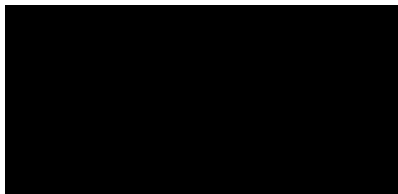
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A copy of this notice has been sent to the local authority within whose area the service is provided as required by section 62(2) of the Act.

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

Yours faithfully



Daniel Stoddart

Team Manager

Direct: [Redacted]

Email: [Redacted]

cc: Local Authority – [Redacted] West Lothian Council

[Redacted]

[Redacted] Senior Manager Older People Services

[Redacted]

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