

Mauricare Ascot Care Limited  
Mauricare Homes  
138 Westcotes Drive  
Leicester  
LE3 0QS  
**Sent by recorded delivery**

15 March 2018  
2018365160  
CS2012310159

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 Ashlea House, Bracklinn Road, Callander, FK17 8EH is not operating in accordance with conditions 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.

Improvements

**Number 1**

By 19 March 2018, you must ensure that there is adequate heating in all areas of the service. In particular you must ensure that:

- (i) The living room areas are heated to a minimum temperature of 21 degrees Celsius.
- (ii) All other areas are heated to a minimum of 18 degrees Celsius.
- (iii) There is accurate temperature recording equipment in all areas of the service.

**This is to comply with Regulations 4(1)(a) and 10(2)(c) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

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**Number 2**

By 12 April 2018, you must ensure that there are appropriate service contracts in place to effectively maintain, service and repair all equipment and facilities in the service. In particular you must ensure:

- (i) The contracts include providing repairs to the equipment and facilities within reasonable timescales.
- (ii) Staff are aware of the contracts and have the necessary contact details.

**This is to comply with Regulations 4(1)(a) and 10(1) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

**Number 3**

By 12 April 2018, you must ensure that there are appropriate contingency plans in place to effectively manage emergency or crisis situations in the service.

**This is 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) and Regulation 19(3)(b) of The Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 (SSI 2002/114).**

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



**Amanda Welch**

Team Manager

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cc: The Chief Executive, Stirling Council, Viewforth, 14-20 Pitt Terrace, Stirling, FK8 2ET