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Mauricare Ascot Care Limited
Mauricare Homes
138 Westcoates Drive
Leicester
LE3 0QS

18 February 2021
2021382858
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 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 19 March 2021, people’s pain levels must be recognized, assessed and managed appropriately. In particular you must:-
 - (a) Put in place, implement and continually assess, effective pain management procedures, and
 - (b) Take action to ensure that staff recognise and manage pain when people cannot communicate verbally or are cognitively impaired, and
 - (c) Take action to ensure that people have access to and receive appropriate services from external health care professionals where this is required.

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

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

We have offices across Scotland. You can find details at careinspectorate.com

2. By 19 March 2021, people's daily life experience must improve, and they must be safe from harm. In particular you must:-
- (a) Complete, implement and begin to regularly review risk assessments for all people living in the care service in order to identify each risk every individual is subject to,
 - (b) Address the risks identified by the risk assessments and ensure any required actions are communicated to, understood by and implemented by staff working in the service,
 - (c) Ensure staff have access to appropriate guidance and support to enable them to meet people's health, safety and care needs and to communicate with people effectively, and
 - (d) Take action to ensure that people have access to and receive appropriate services from external health care professionals where this is required.

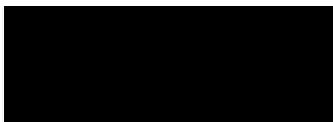
This is in order to comply with Regulations 3, 4(1)(a), 4(2) and 15(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

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



Amanda Welch
Team Manager
Sending office: Paisley
Direct: 01383 841111
Email: amanda.welch@careinspectorate.gov.scot

cc: Local Authority - Stirling Council: 

Health and Social Care Partnership: 

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

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