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[REDACTED]

Clyde Care Limited  
238 Station Road  
Addlestone  
Surrey  
KT15 2PS

22 March 2024  
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CS2022000213

Dear Sir/Madam

**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 Baillieston Care Home, 3 Station Road, Baillieston, Glasgow, G69 7XZ is not operating in accordance with 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 29 April 2024, you must provide a service which is well led and managed, and which results in better outcomes for people who experience care through a culture of continuous improvement and robust and transparent quality assurance processes.

To do this, you must, at a minimum:

a) Ensure there is a consistent management presence providing appropriate and effective leadership within the care service

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- b) Ensure there is an updated quality assurance system in place and implemented to support a culture of continuous improvement.
- c) Ensure effective action planning takes place within reasonable timescales which addresses identified areas for improvement with these being allocated to appropriate individuals and completed.

**This is in order to comply with regulations 3, 4(1)(a) and 7(1)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)**

2. By 29 April 2024, you must ensure that service users experience safe and compassionate care and treatment that meets their health, safety and wellbeing needs and preferences. This includes, but is not limited to, support with personal care and assistance with eating and drinking where this is required.

To do this, you must, at a minimum:

- a) Ensure every person using the service has an accurate personal plan, including risk assessments, that details how to meet their needs and keep them safe from harm
- b) Ensure staff implement people's care plans.
- c) Ensure any significant change in a person's condition results in a review of their health and wellbeing and any necessary changes are made to the person's care plan to ensure their care continues to meet their needs.
- d) Ensure people are promptly referred to external agencies when needed, and advice from these health professionals is clearly recorded and implemented.

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

3. By 29 April 2024, you must ensure that the people using the service are supported by staff who are qualified and competent and who are present in such numbers as are required to ensure the health, welfare and safety of people using the service.

To do this, you must, at a minimum:

- a) Ensure that there are enough staff on each shift who are appropriately skilled, knowledgeable, and experienced in the role they are to perform.

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- b) Ensure that the numbers and skill mix of staff employed are based on an accurate assessment of each service users' needs and identified areas for potential harm.
- c) Ensure staff have ongoing supervisions, team meetings, and observations of practice to enhance their competence and understanding of people's needs.
- d) Ensure staff understand their responsibilities and service procedures to promote improved standards of practice in the care home.

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

4. By 29 April 2024, you must ensure that service users experience care in an environment that is safe and minimises the risk of infection.

To do this, you must, at a minimum:

- a) Ensure that the internal premises and furnishings are clean and fit for purpose.
- b) Ensure that checks of the care home environment are in place, with appropriate and responsive remedial actions taken where this is required.

**This is in order to comply with Regulation 4(1)(a), and (d), and Regulation 10 (2)(b) and (d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 211/210)**

5. By 29 April 2024, you must protect the health, welfare, and safety of those who use the service. In particular, you must ensure that people are able to access their personal monies when needed, and that safeguards are in place to protect this.

To do this, you must, at a minimum:

- a) Ensure that people can access their funds when they or a representative choose.
- b) Ensure that safeguards are implemented, and that peoples' funds are secure and managed in line with good practice.

**This is to comply with Regulation 4 (1)(b) and 14(e) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) (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 notice, or if there is anything in the notice you do not understand

Yours sincerely

[Redacted signature]

Kirsty Porter  
Team Manager

Direct: [Redacted]

Email: [kirsty.porter@careinspectorate.gov.scot](mailto:kirsty.porter@careinspectorate.gov.scot)

cc: Local Authority – [Redacted] Glasgow City Council

[Redacted]