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Balhousie Care Limited
Balhousie Care Group
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Lamberkine Drive
Perth
PH1 1RA

15 September 2025
2025383380
CS2010272004

Dear Balhousie Care Limited

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 Balhousie Dalnaglar, a care home service operating from Comrie Road, Crieff, PH7 4BJ, is not operating in accordance with the requirements of Regulations made under the Act or other prescribed requirements. 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 **27 October 2025**, you must ensure that service users experience compassionate palliative and end-of-life care that meets their health, safety, and wellbeing needs. In order to achieve this, you must demonstrate that:
 - a) Service users, who need palliative and end-of-life care, have accurate care plans which detail how their care needs and wishes, including physical, spiritual and psychological needs, are to be met
 - b) All nursing and care staff are familiar with, and implement in practice, service users' palliative and end-of-life care plans

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- c) All nursing and care staff can identify, and respond to, any change in a service user's physical and/or emotional presentation including, but not limited to, any sign that a service user is experiencing pain, discomfort, and/or distress
- d) Systems are in place to ensure that, where practicable, service users' prescribed medication is available to them at the point of need.

This is in order to comply with 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 **27 October 2025**, you must keep service users safe from harm by managing the administration of medication safely. To do this, you must, at a minimum:

- a) Ensure that medication prescribed to service users is available within the service at all times
- b) Put in place, and implement, a system to audit the quality of medication records to ensure that prescribed medication is administered as directed and in accordance with a service user's individual needs
- c) Demonstrate that monitoring arrangements are capable of identifying any errors in administration, or recording, of a service user's medication and that appropriate actions are taken to address such errors
- d) Demonstrate that staff are following policy with regard to the maintaining of Medication Administration Records and the completion of documentation
- e) Ensure that, where a regular medicine is not given as prescribed, a reason for this is clearly annotated on the Medication Administration Record chart, and that appropriate medical advice is sought.

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 2011/220).

3. By **27 October 2025**, you must have developed, and implemented, a plan to ensure that there are a sufficient number of staff on duty at all times to care for, and support, service users in a person-centred and responsive manner. To do this, you must, at a minimum:

- a) Ensure that there are sufficient numbers of staff on every shift to meet service users' health, safety, and wellbeing needs
- b) Ensure that staff are deployed appropriately so that service users receive assistance with their care needs at the time they need it.

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This is in order to comply with Section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

4. By **27 October 2025**, you must ensure that service users experience a service which is well led and managed, and which results in better outcomes for them, through a culture of continuous improvement. To do this, you must, at a minimum:

- a) Demonstrate that there are quality assurance systems in place to identify any areas for improvement
- b) Ensure that any areas identified for improvement are accompanied by a fully completed action plan setting out how improvement will be made
- c) Demonstrate how you will ensure that the care service will always be appropriately and effectively led.

This is in order to comply with Regulations 3 and 4(1)(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 sincerely



Emma Virasami

Team Manager

Direct: 

Email: emma.virasami@careinspectorate.gov.scot

cc: Local Authority –  Perth & Kinross Council


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