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Mansfield Care Limited  
Flat 3, 11 Atholl Crescent  
Edinburgh  
EH3 8HA

30 August 2021  
2021383181  
CS2011303194

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 Belhaven House, 3 Craighend Road, Troon KA10 6ER 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.

### **Improvements**

1. By 10 September 2021, people must experience care in an environment that is safe, well maintained and minimises the risk of infection. In particular you must:
  - (a) Ensure effective communication is in place to alert staff to areas that present a risk of transmission of infection.
  - (b) Ensure that the environment is cleaned thoroughly, including all equipment, and furnishings.
  - (c) Ensure that damaged surfaces on flooring and furniture is replaced or repaired to ensure that they can be cleaned effectively.
  - d) Develop, implement and monitor an enhanced cleaning schedule that reflects the guidance from Health Protection Scotland entitled, 'COVID 19 Information and Guidance for Care Homes Settings'.

**Care Inspectorate**, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY  
We have offices across Scotland. You can find details at [careinspectorate.com](http://careinspectorate.com)

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

2. By 24 September 2021, people must receive care that meets their health, safety and wellbeing needs and enables them to experience respectful, personalised, and compassionate care. In particular you must ensure that:

- (a) There are enough staff on each shift who are appropriately trained, skilled and competent in the role they are to perform.
- (b) There is an evaluation of staff learning and development needs and training implemented which meets the needs of the current resident group and staff professional codes of practice.
- (c) The numbers and skill mix of staff employed are based on an accurate assessment of each service user's needs and identified areas for potential harm.
- (d) There are sufficient numbers of staff to ensure that service users experience meaningful engagement and occupation. This should include, but need not be limited to including, regular opportunities to be outdoors and away from the care home.

This is in order to comply with regulations 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).

3. By 24 September 2021, people's health, safety and wellbeing needs must be accurately assessed, documented, met, and effectively communicated between all relevant staff. This means putting people using the service at the centre, identifying what is important to them, and ensuring that everyone is working together to maximise their health, safety, and wellbeing. In particular you must:

- (a) Assess and record people's health, safety, and wellbeing needs within their care plan taking account of their choices and preferences.
- (b) Ensure that any risks to people's health, safety or wellbeing are identified, managed, and clearly recorded as part of the care planning process and that they are protected from harm.
- (c) Ensure that people's health and wellbeing is consistently monitored and evaluated to inform the level of care required.
- (d) Measure the effectiveness of the care provided to people through observation of their care experiences, and other relevant evaluation and review processes, such as, but not limited to, quality audits, external feedback, and clinical governance reviews. All observations must be documented.

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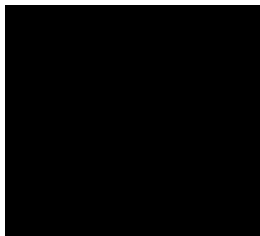
This is in order to comply with regulations 3, 4(1)(a), and 5(1) & (2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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



**Sandra Hobley**  
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