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JSL Care Ltd
 30 Glenlivet Place
 Darnley
 Glasgow
 G53 7LA

20 January 2022
 2022383196
 CS2017361116

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 Bonnyholm Gardens Care Home, 40 Bonnyholm Avenue, Glasgow, G53 5RL 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 **25 March 2022**, the health, safety and social care needs for all service users must be appropriately assessed, recorded, met, and effectively communicated between all relevant staff to ensure that each service user receives the level of care that they require when they require it. This means putting the person at the centre, identifying what is important to help them maintain a happy and healthy life, and ensuring that everyone is working together to promote and enhance each service user’s independence and quality of life. This must include, but need not be limited to ensuring that:
 - a. there is an up to date and accurate assessment of each service user’s health, physical, and mental well-being needs.
 - b. Support plans are implemented, and care is delivered in accordance with the assessment of each individual service user’s health, physical, and mental well-being needs.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
 We have offices across Scotland. You can find details at careinspectorate.com

- c. there is improvement in the monitoring, review and clinical oversight of the care provided to each service user in accordance with their assessment of need to evaluate the effectiveness of care provided.
- d. Anticipatory care plans, agreed with the service user and their family, are implemented.

This is 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 **25 March 2022**, you must ensure that service users experience care in an environment that is safe, and which minimises the risk of infection. To achieve this, you must ensure that:
 - a. Internal premises, furnishings and equipment are clean.
 - b. Practice is compliant with current Scottish Government infection prevention and control practice guidance.

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

- 3. By **25 March 2022**, you must ensure that service users receive support from staff who demonstrate sufficient skills and knowledge. To achieve this, you must:
 - a. Develop a comprehensive plan of training for members of staff that is relevant to their role and takes account of the mental and physical health needs of service users. This must include, but need not be limited to including:
 - infection prevention and control (aligned to National Infection Prevention and Control Manual and Addendum COVID-19 Information and Guidance for Care Home Settings, Health Protection Scotland, Version 2.2),
 - moving and assisting,
 - promotion of good hydration and nutrition,
 - accurate completion of health risk assessments including MUST and falls management,
 - adult support and protection
 - Support of service users who experience stress and distress
 - b. Provide training on matters identified within the plan of training to members of staff who require such training.

This is to comply with regulation 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

4. By **25 March 2022**, you must demonstrate that service users get the most out of life by using the care service. To achieve this, you must ensure that:
- a. there are appropriate numbers of staff available on each shift to support the co-ordination and delivery of meaningful activity for everyone living in the care home.
 - b. the views of service users as to their preferred activities are collated and used to inform the development of an activity program which promotes their choices and aspirations.
 - c. the activity programme supports each service user's health and well-being needs.
 - d. people living in the care home have access to, and are enabled to access, outdoor space.
 - e. Information recorded within a service user's personal plan details their preference regarding meaningful activity.

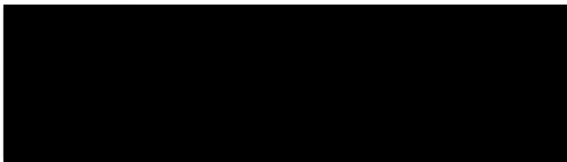
This is to comply with regulation 4(1)(a), regulation 5, and regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).


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



Kirsty Porter
Team Manager
Sending office: Paisley
Direct: 
Email: kirsty.porter@careinspectorate.gov.scot

cc:  Glasgow City Council


 Glasgow HSCP


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