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Sent by email to: [REDACTED]
 [REDACTED]

Wallace Management Services Limited
 [REDACTED]
 [REDACTED]
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6 September 2022
 2022383232
 CS2019376882

Dear Sir(s)/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 Cathay Nursing Home, [REDACTED] is not operating in accordance with requirements and/or conditions imposed by or under the Act and the associated Regulations. 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 31 October 2022**, 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 continence, eating and drinking well, personal hygiene, skin care, moving safely, wound care and support with stress and distress. In particular, you must ensure that:

- a) Staff responsible for clinical oversight have the necessary skills and knowledge to assess service users’ healthy, safety and wellbeing needs, including when there is a significant change in those needs.
- b) Service users’ assessments, care plans and any relevant supporting documents set out service users’ health, safety and wellbeing needs and preferences and how they should be met, including when there is a significant change to those needs.

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- c) Service users receive assistance with their care needs at times that meet their needs and preferences, including a timely response when they call for assistance.
- d) Nursing and care staff understand and fulfil their roles and responsibilities in relation to promptly identifying, reporting and responding when there are changes in service users' health, wellbeing or safety needs, including when service users may be unhappy or at risk of harm.
- e) Staff responsible for assessing service users' health, safety and wellbeing needs and planning their care inform relevant colleagues of any changes that have been made to service users' care plans and take other appropriate actions as are necessary to ensure service users experience safe and compassionate care.

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

2) **By 31 October 2022**, you must ensure that service users experience a service which is well managed and led. In particular, you must:

- a) Ensure that there are suitably qualified, skilled and competent leaders on every shift and that they provide staff with clear direction and support so that service users experience care that meet their needs and preferences.
- b) Put in place a robust quality assurance system to ensure that the quality of service users' care and the care home environment is subject to ongoing assessment and areas of improvement are identified.
- d) Ensure that an appropriate action plan is put in place, together with a system to ensure that the action plan is implemented, where an area for improvement has been identified.
- e) Provide evidence that actions taken are being monitored and have supported improved outcomes for service users.

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 2011/210).

3. **By 31 October 2022**, you must ensure that service users experience care in an environment that is safe, well maintained, clean and hygienic. In particular you must ensure that:

- a) The premises, furnishings and equipment are safe, clean, and odour free.
- b) Each service user can access the care home's call system to summon assistance using a method that suits their needs and preferences.

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- c) Processes are in place to consistently maintain a safe and healthy standard of cleanliness throughout the care home and regular quality assurance checks of the cleaning undertaken are in place.
- d) Processes are in place to identify and carry out timely maintenance and refurbishment of the care home environment.

This is to comply with regulations 4(1)(a) and (d) and 10(2)(d) 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,

[Redacted signature]

Caroline Munro

Team Manager

Direct: [Redacted]

Email: [Redacted]

cc: Local Authority – [Redacted], Moray Council,
[Redacted]