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Rossa Home Care Ltd  
1 Mornington Crescent  
Hounslow  
TW5 9ST

12 July 2023  
2023383285  
CS2022000111

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 Centenary House, 128 Dundyan Road, Coatbridge, ML5 1DE 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 24 July 2023**, you must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users, ensure that at all times, suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare, and safety of people experiencing care.

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

**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)

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2. **By 28 August 2023**, you must ensure that people experiencing care experience a service which is well led and managed and which results in better outcomes for them through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes. This must include but is not limited to:-

- (a) Ensuring appropriate and effective leadership of the service;
- (b) Ensuring that people experiencing care have their assessed care and support needs monitored, managed, and met; and
- (c) Implementing effective action planning to address areas of required improvement that are identified by quality assurance processes. These should include appropriate timescales for completion and review of action to be undertaken, and ensuring staff are accountable for and carry out required remedial actions.

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

3. **By 28 August 2023**, you must promote the health, welfare and safety of people experiencing care by ensuring that all personal plans, risk assessments and related recording tools are accurate and contain sufficient detail to inform staff of people's individual social, emotional and physical support needs in all aspects of daily living and that these needs are appropriately met. This must include but is not limited to ensuring that:

- (a) Recording accurately reflects the current health, social and emotional care needs, preferences and abilities of each person experiencing care and the support required to meet those needs;
- (b) Records accurately reflect any identified risks to the health of people experiencing care and includes an assessment of these risks and the steps that are to be taken to reduce and/or mitigate the identified risks;
- (c) Records reflect the effectiveness of the implementation of the care required by people experiencing care as set out in their personal plans and other recording tools and this information is used to inform review; and
- (d) Regular reviews of personal plans, risk assessments and related recording tools are carried out at least once in every six month period, and more often when there is a significant change in the health, welfare or safety needs of people experiencing care and that the records of people experiencing care are updated accordingly.

This is in order to comply with Regulation 3, 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)

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

[Redacted signature block]

**Mike Andrews**

Service Manager

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