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Southgate House  
Archer Street  
Darlington  
County Durham  
DL3 6AH

17 October 2023  
2023383308  
CS2011300682

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 Chapel Level Nursing Home, 34 Broom Gardens, Kirkcaldy, KY2 6YZ is not operating in accordance with requirements of section 62 of the Public Services Reform (Scotland) Act 2010. 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 11 December 2023, you must ensure that there are, at all times, adequate skilled and competent staff on each shift, and in each unit of the care home, to meet service users’ health, safety, and wellbeing needs. This must include but is not limited to:
  - a) Ensuring that staff are effectively led, deployed, and supervised to meet service users’ needs
  - b) Ensuring all staff have the correct knowledge and skills to support service users’ safely and with dignity and respect
  - c) Ensuring there are sufficient numbers and skill mix of staff to support service users’ needs safely and responsively

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d) Ensuring that the management team have effective oversight of the support provided to service users and direct staff to respond to changes in service users' needs

**This is in order to comply with regulations 4(1)(a), 9(1), 15 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)**

2. By 27 November 2023 you must ensure that service users experience a service which is well managed and led. This must include but is not limited to:

- a) Ensuring that staff are led, directed, and supported by suitable qualified, skilled, and competent leaders
- b) Improving reporting systems to ensure that these comply with your legal responsibilities to report relevant matters to the Care Inspectorate and adult protection network
- c) Putting in place robust quality assurance systems, to ensure that areas for improvement are identified
- d) Ensuring 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) Providing evidence that actions taken to address areas for improvement are being monitored and have supported improved outcomes for service users.

**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).**

3. By 27 November 2023, you must promote the health, wellbeing, and safety of service users, by ensuring that moving and handling is carried out in accordance with appropriate moving and handling procedures at all times. This must include but is not limited to:

- a) Ensuring that service users have up-to-date moving and handling assessments and plans in place which are implemented at all times and ensure that these assessments and plans are reviewed and updated when the needs of service users change.
- b) Ensuring that the moving and handling assessments and plans are accessible and implemented by all nursing and care staff.

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- c) Ensuring that nursing and care staff have completed moving and handling training and that there is a record of completion, and that there is a framework in place to assess staff practice and support ongoing competence.
- d) Ensuring that, if unsafe moving and handling occurs it is identified, and appropriate measures are taken to improve practices.

**This is in order to comply with Regulations 4(1)(a), 5(2) and 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

4. By 27 November 2023, you must ensure that service users' health, safety and wellbeing is protected as a result of improved oversight in relation to falls. This must include but is not limited to:

- a) Ensuring that service users have accurate falls risk assessments and plans in place. Ensure that the falls assessments and plans are read, understood, and implemented by all nursing and care staff.
- b) Ensuring that when a fall does occur, staff assess the impact of the fall on the health and wellbeing of the service user and ensure that appropriate actions are taken. This should include but is not restricted to; a robust assessment of the health of the service user, seeking medical input, if necessary, an appropriate level of observation and ongoing monitoring to assess any change to the health of the service user.
- c) Ensuring that there is oversight and analysis of falls to help identify trends and implement appropriate actions to reduce risks to service users.
- d) Ensuring that there are appropriate procedures in place and implemented in relation to falls and that the management team are monitoring compliance with these procedures.

**This is in order to comply with Regulations 4(1)(a),4(2), 5(2) and 15 (b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

5. By 27 November 2023, you must ensure that service users' health, safety and wellbeing is protected as a result of improved oversight in relation to monitoring nutrition and associated health risks. This must include but is not limited to::

- a) Ensuring that service users have accurate choking risk assessments and associated care plans in place. Ensure that these plans include guidance and advice from other involved health professionals such as dieticians and Speech and Language Therapists.

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- b) Ensuring that these risk assessments and care plans are read, understood and implemented by all nursing and care staff.
- c) Ensuring that where service users are identified as being at risk of under nutrition and on weekly weighing regimes that this is understood and implemented by all nursing and care staff.

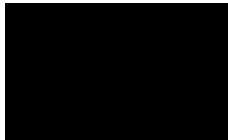
**This is in order to comply with Regulations 4(1)(a),5(2) and 15 (b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

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



**Lee Foggarty**

Team Manager

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cc: Local Authority – Fife Council, [REDACTED]  
[REDACTED]