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Greenleaf House Co Ltd
100 Beith Street
Glasgow
G11 6DQ

14 March 2023
2023383265
CS2021000354

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 Dallifour, Barclaven Road, Kilmacolm, PA13 4DQ 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 15 May 2023**, you must protect the safety of those who use the service. In particular you must:
 - (a) Ensure that, through comprehensive admission, and ongoing, assessments, the service has the capability to meet the continuing needs of service users entering and placed in the service.
 - (b) Ensure that measures are put in place to reduce any identified risks and minimise, the occurrence of risks, to a service user’s health, safety, and welfare.
 - (c) Ensure that all members of staff are appropriately trained in how to recognise and respond to risks and needs and that there is a record of training completion.
 - (d) Ensure that there is a framework to assess staff practice and ongoing competence.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY

We have offices across Scotland. You can find details at careinspectorate.com

- (e) Notify the Care Inspectorate of any allegations of misconduct of staff in the service in accordance with the Care Inspectorate's "Records that all registered children and young people's care services must keep and guidance on notification reporting" document.
- (f) Ensure that there are appropriate policies and procedures in place to manage any misconduct of staff and referrals to the SSSC and that these are followed at all times.

This is in order to comply with Regulation 4(1)(a) and Regulation 15(a) and (b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 53(6) of the Act.

2. **By 30 April 2023**, you must ensure quality care, support, and protection through the effective management of incidents. In particular, you must:
 - (a) Ensure that the response to, and analysis of, incidents result in actions which minimise the risks to a service user's health, safety, and welfare.
 - (b) Ensure the response to incidents minimises the use of physical restraint and supports young people to recover and repair relationships.
 - (c) Ensure that no service user is subject to restraint unless it is the only practicable means of securing the welfare and safety of that or any other service user and there are exceptional circumstances.
 - (d) Demonstrate that the manager, and those with delegated responsibility for managerial tasks, have the skills, knowledge, and experience required to manage risks to a service user's health, safety, and welfare effectively.

This is in order to comply with Regulation 4(1)(a) and Regulation 7(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

3. **By 30 April 2023**, you must ensure that the environment is maintained to provide therapeutic care and support. In particular, you must:
 - (a) Ensure any damage to the home is quickly repaired to maintain the safety of the environment.
 - (b) Ensure the maintenance to décor and interior furnishings reflects a safe, homely and therapeutic environment that respects the right of young people to live in well maintained home.

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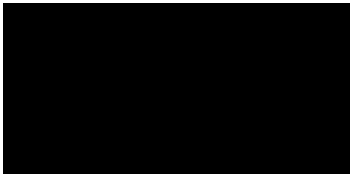
This is in order to comply with Regulation 4(1) (a) and (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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



Andrew Sloan
Team Manager

Direct: [REDACTED]

Email: andrew.sloan@careinspectorate.gov.scot

cc: Local Authority – Chief Executive – Inverclyde Council:



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