



website: www.careinspectorate.com
telephone: 0345 600 9527
email: enquiries@careinspectorate.gov.scot
Twitter: @careinspect

Sent by email: [REDACTED]

Common Thread Limited
Farries Kirk & McVean
Dumfries Enterprise Park
Tinwald Downs Road, Heathhall
Dumfries
DG1 3SJ

13 March 2025
2025383367
CS2015336900

Dear Common Thread Ltd

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 Duneaton, Craighead Road, Abington, Biggar, ML12 6SQ, is not operating in accordance with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and the Health and Care (Staffing)(Scotland) Act 2019. 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 14 April 2025**, to ensure the safety of young people and staff, you must ensure staffing arrangements meet the needs of children and young people living in the service. In particular you must:
 - a) Undertake a robust and comprehensive assessment of staffing needs, which determines how the needs of young people are going to be met,
 - b) Implement the results of the staffing needs assessment.

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

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) and Section 7(1) of the Health and Care (Staffing) (Scotland) Act 2019.

2. **By 14 April 2025**, you must ensure that effective safeguarding procedures relating to child and adult protection are in place and being followed. To do this you must at a minimum ensure that:

- a) All safeguarding, allegations of misconduct, child and adult protection concerns are reported within twenty-four hours to relevant agencies including the Care Inspectorate.
- b) Any young people sharing these concerns are listened to and supported in a trauma responsive way.
- c) Robust quality assurance processes are implemented, which include a consistent recording format, a chronology of events and outcomes.
- d) All allegations of misconduct are fully investigated, and immediate action is taken to reduce risk.
- e) Your child protection policy is reviewed and updated in line with national guidance and a separate adult protection policy is created.
- f) Protection roles are reinforced within the organisation, including the role of management and the protection lead officer.
- g) All staff attend comprehensive child and adult protection training which fully explores assessing and responding to safeguarding concerns.

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) and Section 8 of the Health and Care (Staffing) (Scotland) Act 2019.

3. **By 26 May 2025**, you must ensure that your admissions procedure is effective to keep young people safe and includes details of the following:

- a) The assessment which will take place prior to a referral being accepted detailing how the service will meet young people's needs and details of how reviews of the assessment will take place.
- b) The assessment which will take place to ensure that staff have the specific skills and training to meet individual needs and support identified risks if the referral is accepted.
- c) The assessment which will take place when considering referrals to identify the current risks in the service at the time, the needs within individual houses, and the impact on other young people should the referral be accepted.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at [careinspectorate.com](https://www.careinspectorate.com)

This is in order to comply with Regulations 4(1)(a) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 8 of the Health and Care (Staffing) (Scotland) Act 2019.

4. **By 14 April 2025**, you must protect the safety of those who use the service. To do this you must at a minimum ensure that:

- a) There are robust and pre-emptive risk assessments in place detailing primary and secondary strategies to support all young people. This should be reflective of all of the risks young people may present.
- b) In the event that a young person is at risk, there is an immediate response to support the young person's safety, welfare and health.
- c) Individual crisis support plans must detail any medical conditions and how this may impact on the young people.
- d) In the event that a significant incident occurs there are clear processes for communicating with external agencies and these are implemented. Managers and staff are clear about their responsibilities to ensure the safety of both them and the young people.

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).

5. **By 14 April 2025**, you must ensure that effective communication methods are in place and are implemented to ensure the safety, wellbeing and clear planning for children, young people and all working within the service. To do this you must at a minimum ensure that:

- a) There is a clear procedure available to all staff detailing how information is recorded, and what the threshold is for escalating issues to a senior member of staff, and that this procedure is implemented.
- b) Staff always have access to physical means of contacting colleagues and managers.

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).

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at [careinspectorate.com](https://www.careinspectorate.com)

6. **By 26 May 2025**, young people's safety and wellbeing must be supported by safe and robust medication management. To do this, you must, as a minimum:

- a) Review the current medication administration system within the service and ensure that it is aligned with best practice.
- b) Develop and implement specific administration guidance to support staff to maintain consistency where there are complex factors around supporting young people who take medications.
- c) Ensure that the internal and external auditing systems and processes are developed and are followed.
- d) Provide medication administration refresher training to all staff and be satisfied that they demonstrate understanding of the policy and competence in administration practices.

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).

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.

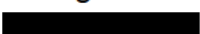
Yours sincerely



Andrew Nelson

Team Manager

Direct:



Email: Andrew.Nelson@careinspectorate.gov.scot

cc: Local Authority –  – South Lanarkshire Council



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

IN1

Page 4 of 4