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Advinia Care Homes Limited
ADVINIA Health Care Limited
Gateway House 1st Floor
324 Regents Park Road
London
N3 2LN

21 March 2023
2023383266
CS2017361010

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 Elderslie Care Home, 20 Fulbar Road, Paisley, PA2 9AP 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 28 April 2023**, you must ensure that the health, safety and social care needs of people experiencing care are appropriately assessed, documented, met, and effectively communicated between all relevant staff. This means putting people at the centre of their support, identifying what is important in their life, ensuring that everyone is working together to achieve the same purpose of maximising their independence and quality of life. This must include but is not limited to ensuring that:

(a) Staff complete and record an accurate assessment of people's health; physical and mental well-being needs.

(b) Support plans are implemented, and care is delivered, in accordance with the assessed needs of each person.

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Page 1 of 3

(c) Appropriate referrals are made to external professionals/agencies where necessary to ensure the health, welfare and safety needs of people are being met.

(d) Improved monitoring and review systems are implemented to evaluate the effectiveness of interventions and the outcomes used to direct staff on how to support people.

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

2. **By 28 April 2023**, you must provide a service which is well led and managed, and which results in better outcomes for people who experience care through a culture of continuous improvement, robust and transparent quality assurance processes. This must include but is not limited to ensuring that:

(a) There is a consistent management presence providing appropriate and effective leadership within the care service.

(b) There is an updated quality assurance system in place and implemented to support a culture of continuous improvement.

(c) Effective action planning takes place within reasonable timescales which addresses identified areas for improvement with these being allocated to appropriate individuals and completed.

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 28 April 2023** you must ensure that people experience care that meets their health, wellbeing and support needs and enables them to experience respectful, personalised and compassionate care. This must include, but is not limited to:

(a) Demonstrating that all staff have undertaken appropriate training to be able to practice safely and effectively. This should include, but is not limited to, adult support and protection, whistleblowing, assessment and care planning, risk assessment and medication management.

(b) Demonstrating that actions have been taken to ensure that all staff are practicing in accordance with the Health and Social Care Standards: my support, my life, the Scottish Social Services Council (SSSC) codes of practice and the Nursing and Midwifery Council (NMC) code of conduct.

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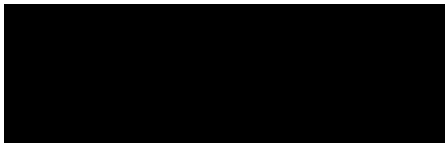
This is in order to comply with Regulations 4(1)(a), 9(2)(b), and 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/220).

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



Simon Deveney
Team Manager

Direct: 

Email: simon.deveney@careinspectorate.gov.scot

cc: Local Authority – Chief Executive - Renfrewshire Council



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