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Sent by email: [REDACTED]

FTS Care Ltd.
27 North Bridge Street
Hawick
TD9 9BD

29 March 2024
2024383327
CS2009228597

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 Elmbank House, 11 Duke Street, Denny, FK6 6NR 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.

Improvement(s)

1. By 17 May 2024 the provider must ensure that they have made proper provision for the health, welfare and safety of the children and young people in the service. This should include ensuring that they are kept, and feel, safe and experience a nurturing environment that promotes positive outcomes. In particular you must:

a) Ensure that staff have the appropriate skills and training to assess and put effective measures in place to promote young people feeling safe and secure.

b) Ensure that staff are appropriately trained in trauma informed care to promote the safety and wellbeing of children and young people and that outcomes are consistently

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evaluated. Any gaps in staff skill or knowledge must be addressed through further training and supervision.

c) Ensure that care plans address the individual assessment of children and young people. Staff must receive appropriate training in relation to care planning. Care plans must be reviewed regularly and updated to reflect the changing needs and support for children and young people.

d) Ensure that risk assessments, including those dealing with restrictive practices and the impact of risk for all children and young people in the service, are accurately documented and reviewed in line with new information.

This is to comply with regulation 4 (1)(a) and (c), 5, and Regulation 15 of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010).

2. By 19 April 2024, the provider must ensure that children and young people experience an environment which is kept in a good state of repair and is decorated and maintained to a standard appropriate for the care service. In particular, you must:

a) Undertake and evidence regular and thorough safety checks of the property to ensure that any repairs, health and safety concerns are identified and responded to promptly. You must ensure that repairs are undertaken without undue delay.

b) Improve the personalisation of children's bedrooms in accordance with their preferences.

c) Ensure bedrooms are routinely cleaned and free from broken furniture.

d) Ensure children have the required support to maintain their rooms in a hygienic condition by staff who are trauma informed in their approach.

This is to comply with regulation 4 (1)(a) and Regulation 10 of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010).

3. By 28 April 2024, you must ensure, 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, that, at all times, there are suitably qualified and competent persons

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working in the care service in such numbers as are appropriate for the health, welfare, and safety of service users. In particular you must:

- a) Ensure the manager is supernumerary at all times.
- b) Develop a framework to regularly undertake staffing needs analysis to review staffing levels required within the service based on the needs of the children and young people.
- c) Develop a service training plan that is informed by the needs of children and young people using the service.
- d) Ensure [REDACTED] has access to effective practice-based supervision to support them to be effective in their role.

This is to comply with regulation 4 (1)(a) and Regulation 15 of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010).

4. By 17 May 2024, the provider must ensure that they have a suitable admissions policy and process in place. This is to protect the health, welfare and safety of children and young people in the service. In particular you must:

- a) Ensure that matching assessments incorporate staff resources, skill and experience when considering admissions in order that the needs of children and young people can be met.
- b) Carry out a review of the service's admissions procedure in relation to children who are placed on an emergency basis [REDACTED] to reflect on lessons learned. This review and the outcome should be submitted to the Care Inspectorate.

This is to comply with regulation 4 (1)(a) of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010).

5. By 17 May 2024 the provider must improve the strategic vision for the service to ensure that positive outcomes for children are promoted. In particular you must:

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- a) Ensure that a high-quality SMART service development plan that clearly outlines the strategic vision is in place for the service and that staff are fully involved in its development and implementation.
- b) Demonstrate that robust quality assurance systems are in place and implemented by managers with the appropriate knowledge and skills to improve the quality of reflective practice and promote positive outcomes for children.

This is to comply with regulation 4(1)(a) of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010).

6. By 19 April 2024 the provider must ensure that robust safer recruitment practices are in place and consistently applied so that they are only employing staff who are fit to be employed in the service. In particular you must:

- a) Ensure the senior management team have a clear understanding of their roles and responsibilities in this area and are confident in processes.
- b) Implement effective senior management and HR assurance processes to support safer recruitment practice.
- c) Ensure suitable reference checks have been undertaken and received prior to the commencement of any new employment.
- d) Ensure that there is robust recording relating to recruitment practices.

This is to comply with regulation 9 of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010).

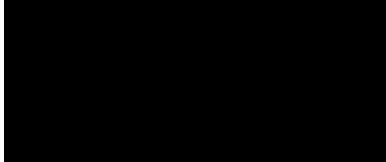
Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

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.

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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



Alison Jamieson
Team Manager

Direct: [REDACTED]

Email: Alison.Jamieson@careinspectorate.gov.scot

cc: Local Authority – [REDACTED] – Falkirk Council



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