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Barchester Healthcare Ltd  
3<sup>rd</sup> Floor The Aspect  
Finsbury Square  
London  
EC2A 1AS

16 April 2024  
2024383329  
CS2007142892

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 Fairview House Care Home, Fairview Street, Danestone, Bridge of Don, Aberdeen, AB22 8ZP is not operating in accordance with the requirements of Regulations made under the Act nor in accordance with other prescribed grounds. 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 27 May 2024, you must ensure that service users’ health, safety and wellbeing needs are being accurately assessed, documented and met. This must include, but is not limited to:

- a) Assess and record service users’ health, safety, and wellbeing needs within their care plan taking account of their choices and preferences.
- b) All risks to a service user’s health, safety or wellbeing are clearly identified, managed and recorded as part of the care planning process.
- c) Ensure all appropriate actions are taken to minimise risks to people’s health and wellbeing, in consultation with the service users and or their representatives.

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Service users' choices should be clearly recorded, and service users should not have any undue restrictions placed on their liberty or rights.

- d) Staff must keep service users safe from harm.
- e) Each service user's health and wellbeing must be consistently monitored and evaluated to inform the level of care and support that they require. This should include as a minimum – falls management, medication management, nutrition support, stress and distress mobility.

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

2) By 27 May 2024, you must ensure that service users experience a service which is well led and managed, and which results in better outcomes for service users through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes. In particular you must:

- a) Ensure that there are quality assurance systems in place that can evidence continuous evaluation and monitoring of service provision to help inform improvement and development of the service.
- b) Ensure all adverse incidents and accidents are fully and appropriately investigated.
- c) Ensure all adverse incidents and accidents are shared appropriately with other agencies, in line with local and national guidance.
- d) Where audits, adverse incidents or accidents identify areas for improvement these should be detailed in action plans which must be developed and acted upon. Action plans should specify the actions to be taken, include timescales, who is responsible and the expected outcome.
- e) Ensure all staff are accountable for and carry out the required remedial actions set out within action plans.

This is to comply with regulations 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)(a) & (b) of the Health and Care (Staffing) Scotland) Act 2019

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3) By 27 May 2024, you must ensure that service users receive care that meets their health, safety and wellbeing needs and which enables them to exercise choice in their daily life. In particular you must ensure:

- a) There are enough suitably qualified and competent staff on shift to meet service users' needs at all times.
- b) The numbers and skill mix of staff employed are based on an accurate assessment of each service user's needs, including needs arising from living with other service users in a group, taking the layout of the building into account.
- c) There are sufficient numbers of staff on each shift, suitably deployed to ensure service users are supported well in accordance with their agreed plan of care and that they can summon assistance and receive support in a timely manner.

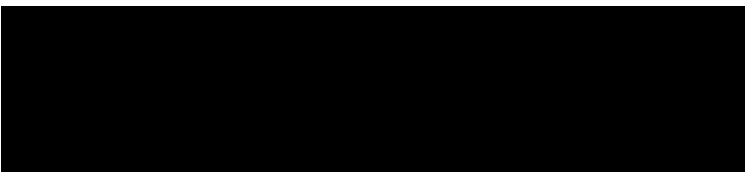
This is to comply with Sections (7)(1)(a) and (b) and 7(2)(b)&(e) of the Health and Care (Staffing) (Scotland) Act 2019

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



Emma Virasami  
Team Manager

Direct: [REDACTED]

Email: [emma.virasami@careinspectorate.gov.scot](mailto:emma.virasami@careinspectorate.gov.scot)

cc: Local Authority – [REDACTED] – Aberdeen City Council  
[REDACTED]@[aberdeencity.gov.uk](mailto:aberdeencity.gov.uk)

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