



website: [www.careinspectorate.com](http://www.careinspectorate.com)  
 telephone: 0345 600 9527  
 email: [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot)  
 Twitter: @careinspect

Sent by email: [REDACTED]

Balhousie Care Limited  
 Balhousie Care Group  
 Earn House  
 Broxden Business Park  
 Lamberkine Drive  
 Perth  
 PH1 1RA

25 April 2022  
 2022383211  
 CS2011302958

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 Forth View Care Centre, 6 Sea Road, Methil, Leven, KY8 3DE, is not operating in accordance with 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 27 June 2022, you must ensure that the health, welfare and safety needs of service users are met. To do this you must ensure that the number and skills mix of staff in the home are adequate to meet the needs of the service users at all times. This must include but is not limited to:

a) a regular assessment of the needs of service users which takes into account the support service users require to live purposeful and meaningful lives;

[Care Inspectorate](#), Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY

We have offices across Scotland. You can find details at [careinspectorate.com](http://careinspectorate.com)

b) demonstrating how the findings of the needs assessment are used to inform staffing numbers and the skills mix of staff throughout the home at all times; and  
c) developing and implementing risk assessment and management procedures to identify and address any staff shortages. This must include a procedure to escalate concerns about staffing levels which have been raised to relevant people, such as the registered manager and/or you, so that such concerns can be addressed promptly.

**This is in order to comply with Regulation 4(1)(a), and Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

2. By 27 June 2022, you must protect the health, welfare, and safety of service users. In particular, you must ensure that all personal plans are reviewed regularly (at least once in every six-month period) and contain up-to-date risk assessments and care plans which:

a) accurately reflect the assessed current health and care needs of service users, with particular attention being given to stress and distress, nutrition/weight loss, falls management, skin integrity and pain assessment and management; and  
b) identify the support required to meet the needs of the service user, and the steps which should be implemented to address these needs, and mitigate any risks identified.

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

3. By 25 July 2022, you must ensure that service users experience a service with well trained staff. In particular, you must ensure that staff receive training in relation to: stress and distress, nutritional care, falls management, skin integrity and pain assessment and management, and other relevant training, where it is appropriate to the role performed by the staff member to meet the assessed care and support needs of service users. This must include, but is not limited to: regular monitoring to demonstrate how the training received is being implemented in practice, taking into account current best practice guidance.

**This is in order to comply with Regulation 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

4. By 27 June 2022, you must ensure that there are robust quality assurance systems in place to ensure that the health, safety and well-being needs of service users are met and they experience positive outcomes. This must include, but is not limited to:

a) ensuring appropriate and effective leadership of the service at all times;

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)

b) implementing accurate and up-to date audits for monitoring and checking the quality of service are in place and ensuring that any areas for improvement identified as a result of an audit are addressed without unnecessary delay; and  
c) ensuring a continuous improvement plan evidences that the care and support provided meets the assessed needs of service users and that they experience positive outcomes on an ongoing basis.

**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.

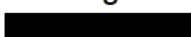
A copy of this notice has been sent to the local authority within whose area the service is provided as required by section 62(2) of the Act.

Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand.

Yours faithfully



Claire Pierce  
Service Manager

Direct: 

Email: [claire.pierce@careinspectorate.gov.scot](mailto:claire.pierce@careinspectorate.gov.scot)

cc: , Fife Council



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

We have offices across Scotland. You can find details at [careinspectorate.com](http://careinspectorate.com)