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8 November 2022  
 2022383244  
 CS2077148153

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 Gardenhouse, Dalton, Lockerbie, DG11 1DU is not operating in accordance with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). 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 9 December 2022**, you must protect the health, welfare and safety of those who use the service. In particular you must ensure:
  - a. There is a robust risk assessment in place detailing primary and secondary strategies to support each young person. These should also be reflective of all the risks the young people present, including to each other.
  - b. In the event a young person is at risk, there is an immediate response to support the safety, welfare and health needs of all the young people.
  - c. All child or adult protection concerns are recorded and reported to social work, the police if appropriate, and the Care Inspectorate. This must be detailed fully in the provider’s procedures.
  - d. That young people’s views are sought and as far as possible incorporated in the measures identified to support the risks they present.

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

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).

**2. By 9 December 2022** you must ensure that there is an effective and experienced manager in position to provide structure and support to the staff team. This is to ensure young people's needs are met and they are kept safe. To do this the provider must at a minimum ensure that:

- a. There is an experienced manager within the service, to prioritise the needs of the young people particularly in the times of crisis.
- b. Staff are debriefed following all incidents to help them reflect on their practice and best support the young people.
- c. All staff receive supervision to reflect on their practice and identify areas of practice, which would benefit from further development.

This is in order to comply with Regulation 7(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

**3. By 9 December 2022**, you must ensure all young people who reside in the service have care plans which reflect the support they need. These should be supported with [REDACTED] plan, which must be sought from the placing authority. This is to support safety, and the welfare of the young people. In particular you must ensure:

- a. All care plans reflect the needs, goals and care the young people require and how to best support them on a daily basis. These should be informed by dynamic risk assessment, updated regularly, and in particular after any significant event.
- b. [REDACTED] plan is obtained from the placing authority to help inform care plans.

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

**4. By 9 December 2022** you must ensure that there are enough staff on duty to meet the needs of children in the service. In particular you must ensure:

- a. Staff are suitably rested and able to respond to young people in a trauma informed way.

This is in order to comply with Regulation 15 (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2001/210).

5. **By 16 December 2022**, you must ensure the admissions process considers the ability of the service to be able to meet the young person's needs and keep them safe. In particular you must ensure:

- a. That the service's admission documents reflect the legal requirements and the guidance of The Care Inspectorate when accommodating a young person from outwith Scotland.
- b. The service is able to fulfil any legal order young people are placed on in particular when a Deprivation of Liberty order has been obtained.
- c. There is a comprehensive assessment of the needs of the young people using the service, underlining how the service will meet these needs and evidence regular reviews of the assessment.
- d. There is an assessment of the impact on young people in the service and the referral, when a new admission is considered.

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).

6. **By 31 January 2023**, you must ensure that all staff have had the relevant training. In particular you must:

- a. Ensure staff have undertaken training in relation to trauma informed practice.
- b. Ensure staff have undertaken up to date child and adult protection training.

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

7. **By 31 January 2023**, you must ensure there is an external quality assurance oversight of the service. In particular you must ensure:

- a. There is a clear development plan for the service, and this is monitored.
- b. There are quality assurance systems in place to support improvements within the service.

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.

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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



**Mary Morris**

Team Manager

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cc: Local Authority – [REDACTED], Dumfries & Galloway Council -  
[REDACTED]