



website: www.careinspectorate.com
telephone: 0345 600 9527
email: enquiries@careinspectorate.gov.scot
Twitter: @careinspect

Sent by email: [REDACTED]

Glasgow East Women's Aid
753 Westerhouse Road
Easterhouse
Glasgow
G34 9RP

7 March 2024
2024383321
CS2011298118

Dear Sir(s)/Madam

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 Glasgow East Women's Aid, 753 Westerhouse Road, Easterhouse, Glasgow, G34 9RP 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 19 March 2024, the provider must ensure that there is a management structure in place which provides managerial oversight, supervision, and accountability. To do this, the provider must, at a minimum:

- a) Demonstrate that the roles and responsibilities of all managers, including the registered manager, working in, and employed by, the service are well defined and that there is regular oversight and scrutiny of practice.
- b) Demonstrate that all managers and staff are knowledgeable about their role and responsibilities and know who they are accountable to.
- c) Ensure that staff who have lead responsibility for safeguarding and protection understand and implement their role.

This is to comply with Regulations 4(1)(a) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/ 210).

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at careinspectorate.com

2. By 19 March 2024, the provider must ensure that there is a system in place to assess and prioritise referrals to the service. To do this, the provider must, at a minimum:

- a) Demonstrate how the outstanding and lengthy waiting list for the service will be addressed.
- b) Ensure that there is a system in place to identify any service user at the highest risk, and for whom, the service is unable to provide immediate support. A record must be maintained of the suitable alternative arrangements that have been made for the service user.
- c) Ensure that service users, for whom the service retains responsibility, have a level of contact with the service that maintains their safety.

This is 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).

3. By 19 March 2024, the provider must implement a system to ensure that all notifications, as detailed in the Care Inspectorate's 'Records all Services (excluding CM) Must Keep and Notification Reporting Guidance' document, are timeously made to the Care Inspectorate. A record of accidents and incidents must also be maintained.

This is to comply with section 53(7) of the Public Services Reform (Scotland) Act 2010 and Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/ 210).

4. By 27 March 2024, the provider must ensure that service users are provided with support that is appropriate to their needs. To do this, the provider must, at a minimum:

- a) Ensure that each service user has a written assessment of their needs which sets out the level of contact/support that they require.
- b) Implement the written assessment of needs to maintain the service user and their child's safety.

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

5. By 27 March 2024, the provider must ensure that child and adult protection policy and practice is developed, reviewed, and implemented effectively. To do this, the provider must, at a minimum:

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)

- a) Ensure that child and adult protection policies and procedures are reviewed and updated to reflect current best practice guidance.
- b) Ensure that all staff are provided with up-to-date child and adult protection training and that they understand and meet their responsibilities with regard to child and adult protection.

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

6. By 10 April 2024, the provider must ensure that workers who are required to be registered with a professional body, such as the Scottish Social Service Council, are so registered or that a fully completed application for registration with a professional body has been submitted.

This is 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.

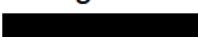
Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand.

Yours sincerely



Andrew Sloan

Team Manager

Direct: 

Email: Andrew.sloan@careinspectorate.gov.scot

cc: Local Authority –  Glasgow City Council


Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at careinspectorate.com