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SL1 7LW

24 August 2021
2021383180
CS2017354628

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 Glebe House Care Home, Cumnock Road, Dalmellington, Ayr, KA6 7PS 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.

Improvement

1. **By 25 October 2021**, you must ensure that service users receive care that meets their health, safety and wellbeing needs and enables them to experience respectful, personalised, and compassionate care. In particular you must ensure that:

(a) There are enough staff on each shift who are appropriately trained, skilled, and competent in the role they are to perform to meet the needs of service users, including the need to be outdoors and away from the care home.

(b) There is an evaluation of the current knowledge and skill of members of staff. Training must be provided to address any gaps in the knowledge and skill of staff members as identified from the evaluation.

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(c) The training provided to address any gaps in the knowledge and skill of members of staff is implemented within the care service.

(d) The numbers and skill mix of staff employed are based on an accurate assessment of each service user's needs and identified areas for potential harm.

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

2. By 25 October 2021, you must ensure people experience care and support that is safe and right for them. In particular:

(a) Prescribed medication must be available in the service for administration to the service user when they require it.

(b) Prescribed medication must be administered in accordance with the prescriber's instruction.

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).

3. By The 25 October 2021, you must ensure that service users' health, safety, and wellbeing needs are being accurately assessed, documented, met, and are effectively communicated between all relevant staff. This means putting the service user at the centre, identifying what is important to them, and ensuring that everyone is working together. In particular you must:

(a) Assess and record service users' health, safety, and wellbeing needs within their care plan taking account of their choices and preferences.

(b) Ensure that any risks to a service user's health, safety or wellbeing are identified, managed, and clearly recorded as part of the care planning process and ensure that they are protected from harm.

(c) Ensure that each service user's health and wellbeing is consistently monitored and evaluated to inform the level of care required.

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(d) Measure the effectiveness of the care provided to service users through observation of their care experiences, and other relevant evaluation and review processes, such as, but not limited to, quality audits, external feedback, and clinical governance reviews. All observations must be documented.

This is in order to comply with regulations 3, 4(1)(a), and regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

4. By the 25 October 2021, you must ensure that service users experience a service which is well led and managed, and which results in better outcomes for them. This must include, but need not be limited to:

(a) Ensuring that there is appropriate and effective leadership of the care service.

(b) Ensuring that there is a quality assurance system in place to support a culture of continuous improvement.

(c) Implementing effective action planning to address areas of required improvement within reasonable timescales.

This is in order 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).

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 faithfully



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cc: Local Authority: [REDACTED]
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