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Musselburgh Care Home Ltd
Pavillion 6, The Approach
321 Springhill Parkway
Baillieston
Glasgow
G69 6GA

1 February 2023
2023383256
CS2020379548

Dear Sir/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 Harbour House Care Home, 131 New Street, Musselburgh, EH21 6DH 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 14 March 2023**, you must ensure that there are, at all times, adequate numbers of skilled and competent staff on each shift, and in each unit of the care home, to meet service users’ health, safety, and wellbeing needs. In order to achieve this, you must:
 - a) Ensure that staff are effectively led, deployed, and supervised to meet people's needs.
 - b) Ensure that all staff have had a comprehensive induction.
 - c) Ensure all staff have the correct knowledge and skills to support people safely.
 - d) Ensure there are sufficient numbers and skill mix of staff to support people’s needs safely.

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- e) Ensure that the management team have effective oversight of people's support and are able to direct staff to respond to changes in service users' needs.

This is in order to comply with regulations 4(1)(a), 9(1), 15 and 17(1)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

2. **By 14 March 2023**, you must demonstrate that service users have access to and can use the alarm call system to summon assistance at all times. In a situation where access to an alarm call system is not possible, you must demonstrate that alternative arrangements are in place to seek assistance.

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

3. **By 14 March 2023**, you must ensure that all service users have an up-to-date care and support plan that accurately reflects all their health and wellbeing needs with detailed and clear information about how people are to be supported. Accurate records must be kept at all times to demonstrate how this support is provided.

This is in order 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).

4. **By 14 March 2023**, you must ensure that service users are provided with meals, snacks, drinks, and support to eat and drink in accordance with their nutrition and hydration needs and preferences. In order to achieve this, you must:

- a) Ensure that service users' care plans record their nutrition and hydration needs and preferences and identify when people are at risk of weight loss and/or dehydration.
- b) Catering staff are familiar with each service user's nutrition and hydration needs and that they have the knowledge and skills to provide meals, snacks and drinks which meet those needs.
- c) Nursing and care staff are familiar with, and implement, each service user's nutrition and hydration needs, including relevant monitoring and recording.
- d) Nursing and care staff can identify and respond to any change to a service user's nutrition and hydration needs.

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This is in order 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 14 March 2023, you must ensure that people are supported effectively with continence care. To achieve this, you must:

- a) Identify all people with continence management needs and implement individual continence management plans which take account of how continence is promoted and links to nutrition, skin integrity and medicines.
- b) Ensure service users' continence needs are assessed so that correct continence products are provided.
- c) Ensure continence care training is provided to staff so that they are skilled and knowledgeable in providing this support.
- d) Ensure that there is sufficient staff on duty to support people with their continence care needs without unnecessary delay.

This is in order to comply with regulations 4(1)(a), 5 and 15 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

6. By 14 March 2023, you must ensure that the care service is led and managed in a manner that results in service users' health, safety and wellbeing needs being met. In particular you must ensure that:

- a) The quality of service users' care and support is continuously assessed by knowledgeable, skilled, and compassionate staff in leadership roles using a range of methods. This may include, but is not limited to, observation of service users' care experiences, observation of staff practice and regularly obtaining the views of service users or their relatives on the quality of care they are experiencing.
- b) Where the quality assurance procedure identifies areas for improvement, leaders must take appropriate action and make any achievable improvements to service users' care and support at the time.
- c) The quality assurance procedure must be used to identify any further staff training or support necessary to ensure service users' health, safety and wellbeing needs are met.
- d) Action planning must be used to assist the service to plan, make and measure improvement. This must include putting in place reasonable timescales for completing and measuring the impact of improvement activities on service users' experiences and outcomes.

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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 sincerely

[Redacted signature]

George MacMillan
Team Manager

Direct: [Redacted]

Email: George.macmillan@careinspectorate.gov.scot

cc: [Redacted]

[Redacted], East Lothian HSCP [Redacted]
[Redacted]

[Redacted] NHS Lothian [Redacted]
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[Redacted] East Lothian Council
[Redacted]

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