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Duncare Limited t/a Benvie Care Home
38 Benvie Road
Dundee
DD2 2PE

16 July 2024
2024383340
CS2003010728

Dear Duncare Limited t/a Benvie Care Home

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 2 July 2024 you were served with an Improvement Notice in relation to Benvie Care Home, 38 Benvie Care Home, 38 Benvie Road, Dundee, DD2 2PE, in terms of section 62 of the Public Services Reform (Scotland) Act 2010 (“the Act”). The Improvement Notice stated that unless there was a significant improvement in provision of the service, Social Care and Social Work Improvement Scotland (hereinafter referred to as “the Care Inspectorate”) intended to make a proposal to cancel your registration. The Improvement Notice specified the nature of the improvements to be made, and the period within which it/they were to be made.

The Care Inspectorate has decided to extend the timescale within which some of the improvements must be made in order to give you a further opportunity to make a significant improvement in the provision of the service. The revised timescales are as follows:

Improvements

1. **By 11 August 2024, extended from 14 July 2024**, you must ensure that service users experience compassionate palliative and end-of-life care that meets their health, safety, and wellbeing needs. In order to achieve this, you must demonstrate that:

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- a) Service users who need palliative and end-of-life care have accurate care plans in place which set out how their care needs and preferences, including physical, spiritual, and psychological needs, are to be met.
- b) Nursing and care staff are familiar with and implement a service user's palliative and end-of-life care plan.
- c) Nursing and care staff can identify, and respond to, any change in a service user's physical and/or mental health needs, including, but not limited to, any sign that a service user is experiencing pain, discomfort and/or distress, or transitioning to end of life care.

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)

2. By 11 August 2024, extended from 14 July 2024, you must ensure that service users are provided with regular fluids, and support to drink in accordance with their hydration needs and preferences. In order to achieve this you must demonstrate that:

- a) Service users' care plans record their hydration needs and preferences.
- b) Nursing and care staff are familiar with, and implement, service users' hydration needs care plan.
- c) Nursing and care staff record fluid intake accurately as set out in the care plan which is reviewed daily, with action taken if targets have not been met.
- d) Nursing and care staff can identify, and respond to, any change to a service user's hydration needs.

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)

3. By 11 August 2024, you must ensure that there are, at all times, adequate numbers of skilled and competent staff on each shift, to meet service users' health, safety, and wellbeing needs. In order to achieve this you must:

- a) Gather accurate information about service users' needs and use it to assess how many nursing and care staff with the right skill mix are required on each shift and on each unit during the day and night.

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b) Roster and deploy staff in accordance with your assessment informed by each service user's care plan.

c) Demonstrate that you are able to anticipate and respond to changes in service users' needs and will amend staff numbers accordingly when required.

This is in order to comply with section 7 of the Health and Care (Staffing) (Scotland) Act 2019

4. By 11 August 2024, 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 order to achieve this you must:

a) Establish and clarify the roles and responsibilities of all staff providing leadership and/or care across the service and ensure this is shared and understood by all staff.

b) Establish clear communication processes and systems to share information about service users current or changing needs on a daily basis. This should include but is not limited to wound care, falls, nutrition and hydration, palliative and end of life care, and assessment of pain.

c) Establish clear clinical oversight methods of care planning, and delivery of treatment and care. This may include but is not limited to observation of service users' care experiences, observation of staff practice and communication, and regular review/audit of care plans, daily notes and records.

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 (SSI2011/210)

If there is no significant improvement within the revised timescale, we intend to make a proposal to cancel your registration in terms of section 64 of the Act.

A copy of this notice has been sent to the local authority within whose area the service is provided.

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

Yours sincerely



Amanda Welch

Team Manager

Direct: [REDACTED]

Email: amanda.welch@careinspectorate.gov.scot

cc: Elaine Kerr, Manager



Local Authority – [REDACTED] Dundee City Council



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