

Sent by email: info@vsa.org.uk

Aberdeen Association of Social Service
38 Castle Street
Aberdeen
AB11 5YU

3 December 2024
2024383363
CS2003000164

Dear Aberdeen Association of Social Service

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 Ruthrieston House, a care home service operating at 199 Broomhill Road, Aberdeen, AB10 7LN is not operating in accordance with the requirements of Regulations made under the Act and other prescribed grounds. 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.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY

We have offices across Scotland. You can find details at careinspectorate.com

IN1
Page 1 of 3

Improvements

1. **By 20 January 2025**, you must ensure that service users' health, safety and wellbeing needs are accurately assessed, documented, met, and are effectively communicated between all relevant staff. In particular you must:

- a) Ensure that risks to a service user's health, safety or wellbeing are identified, recorded as part of the care planning process, and are timeously addressed to protect them from harm.
- b) Ensure that each service user's health and wellbeing needs are consistently monitored, evaluated, and that the information is used to inform the level of care required. This should include, as a minimum, monitoring and evaluation of stress/distress, falls management, and management of service users' nutritional needs.
- c) Demonstrate that there is clear communication between members of staff regarding the needs of service users and the meeting of those needs.

This is in order to comply with Regulation 3, Regulation 4(1)(a), and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2022/210).

2. **By 20 January 2025**, you must ensure that service users experience a service which is well led and managed and which results in better outcomes for them through a culture of continuous improvement underpinned by transparent quality assurance processes. In particular you must:

- a) Ensure that managers and leaders have effective oversight of service users' health and wellbeing needs by continually evaluating their experiences.
- b) Ensure that assessment of the service's performance is undertaken through effective audits, including, but not restricted to, the auditing of medication, that will inform an action plan for improvement.

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)

IN1

Page 2 of 3

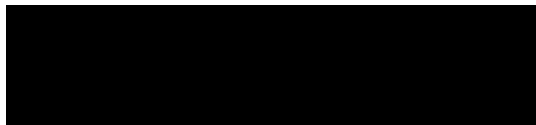
This is in order to comply with Regulation 3, and Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2022/210).

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



Emma Virasami
Team Manager

Direct: 

Email: Emma.Virasami@careinspectorate.gov.scot

cc: Local Authority –  Aberdeen 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

IN1

Page 3 of 3