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09 October 2024
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CS2021000289

Dear Park Homes (UK) Limited

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 Merse House, Merse Avenue, Kirkcudbright DG6 4RN is not operating in accordance with the regulations made under the Act and other prescribed requirements. 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(s)

1. By 8 November 2024, there must be, at all times, adequate numbers of skilled and competent staff on each shift, to meet service users’ health, safety, and wellbeing needs. This must include, but is not limited to:

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

This is in order to comply with section 7(1)(a) & (b) and (2) of the Health and Care (Staffing) (Scotland) Act 2019.

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2. By 8 November 2024, you must ensure that service users are provided with regular food and fluids, and are supported to drink in accordance with their nutritional and hydration needs and preferences. In order to achieve this you must demonstrate that:

- a) Nutritional and hydration needs and preferences are explicitly detailed in service users' care plans.
- b) Care staff are familiar with, and follow the actions set out in service users' nutritional and hydration needs care plan.
- c) Care staff record food and fluid intake accurately as set out in the care plan which is reviewed daily, with action taken if targets have not been met.
- d) Care staff can identify, and respond to, any change to a service user's nutritional (including any unintended weight loss) and hydration needs.

This is in order to comply with Regulations 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

3. By 8 November 2024, you must ensure that service users experience responsive care and support, based on their assessed needs. In particular you must ensure that personal plans accurately reflect the current needs of service users, and ensure that care is delivered in accordance with those needs. In order to do this all service users' personal plans must:

- a) Reflect the assessed current health and care needs of service users, including but not limited to nailcare, oral care and support for bathing.
- b) Provide clear written and verbal direction to staff so that care is delivered in accordance with service users' needs.
- c) Reflect risks that have been identified by the service and health professionals, and steps to be taken to reduce and/or mitigate the risks.

This is in order to comply with Regulations 3, 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).

4. By 8 November 2024, you must ensure that service users live in an environment that is safe and clean. This must include, but is not limited to:

- a) Ensure that fire exits are kept clear at all times to mitigate any risk and prevent harm to service users;
- b) Ensure that the premises, furnishings and equipment are clean and well maintained at all times so service users experience dignity and respect; and risk to any transmission of infection is mitigated;
- c) Implement a process to ensure the standard of cleanliness throughout the home is maintained in line with 'Antimicrobial Resistance and Healthcare Associated Infection Scotland' (ARHAI) good practice guidance; and

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- d) Ensure staff are trained and competent in safe infection prevention and control practice and implement this in the work that they do.

This is in order to comply with Regulations 3, 4(1)(a), 4(1)(d) and 9(2)(b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 8(1)(a) of the Health and Care (Staffing)(Scotland) Act 2019

5. By 3 January 2025, you must ensure that there is effective governance at service and organisational level to monitor and manage the quality of care in the service. In particular you must ensure that:

- a) There are effective quality assurance systems in place that identify risks and drive improvement in the care service.
- b) There is effective monitoring in areas of staff practice, including, but not limited to, the culture in the service to ensure standards of care for service users are person centred and promote dignity.
- c) That where there are indications of poor practice, this is recognised and prompt action is taken to address this.
- d) any incidents or adult support and protection concerns are recognised and reported timeously to the Care Inspectorate and relevant bodies, with actions taken to mitigate identified risks.

This is in order to comply with Regulations 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

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.

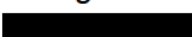
Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand

Yours sincerely



Jacqueline Young

Team Manager

Direct: 

Email: jacqueline.young@careinspectorate.gov.scot

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cc: Local Authority – [REDACTED] – Dumfries & Galloway Council

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[REDACTED]
[REDACTED]
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