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19 August 2025
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CS2006131208

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 St. Andrew's Care Home, Stirches, Hawick, TD9 7NS 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(s)

1 Infection Prevention and Control

By 22 September 2025 you must ensure service users are protected from harm and experience a safe environment in relation to infection prevention and control (IPC).

To do this, you must, at a minimum:

- a) Ensure the environment undergoes thorough deep cleaning and is consistently maintained in line with the service's IPC policy and procedures, as outlined in the Care Home Infection Prevention and Control Manual (CH IPCM).

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- b) Ensure effective use of the service's quality management system to monitor the implementation of the service's IPC policy and associated guidance.
- c) Ensure all staff are trained, inducted and assessed as competent in IPC, through a process that maintains the standard of cleanliness throughout the home in line with 'Antimicrobial Resistance and Healthcare Associated Infection Scotland's (ARHAI) good practice guidance.
- d) Ensure all staff are aware of, and have access to current national IPC guidance and the Care Home Infection Prevention and Control Manual (CHIPCM).

This is to comply with Regulation 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to comply with section 8(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state *my environment is secure and safe* (HSCS 5.17) and *I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment* (HSCS 5.22)

2 Environment

By 27 October 2025, you must ensure the environment for service users is safe, secure, and well-maintained to promote dignity and respect. To achieve this, you must implement a comprehensive programme of works aimed at improving the fabric of the building, addressing both internal and external elements.

This must include but is not limited to:

- a) Eliminate hazards within the property and ensure compliance with health and safety regulations.
- b) Ensure that fire exits are always kept clear and in good working order to mitigate any risk and prevent harm to service users.
- c) Upgrade the internal facilities and external fabric of the building and grounds to create a safe, comfortable, and functional environment that promotes mental and physical wellbeing.

This is in order to comply with Regulations 3, 4(1)(a), 10(1) and 10(2)(a)-(d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state *my environment is secure and safe* (HSCS

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5.17) and I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment (HSCS 5.22)

3 Management and Leadership

By 27 October 2025 you must ensure there is effective governance at service and organisational level to monitor and manage the quality of care, to ensure the wellbeing and safety of all those living and working in the service.

To achieve this, you must deliver robust, inclusive, and ongoing support which must include but is not limited to:

- a) Ensure managers are adequately supported to effectively manage their workload.
- b) Ensure effective systems are in place for efficient communication, decision-making and service delivery.
- c) Ensure sufficient staffing levels are in place to deliver timely, responsive care and support to service users at all times.
- d) Foster an open culture within the organisation to promote transparency and drive improvements within the service.

This is in order to comply with Regulations 3, 4(1)(a) and 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210) and to comply with section 7(1)(a)-(c) and (2)(a)-(c) and (e) of the Health and Care (Staffing) (Scotland) Act 2019.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state ‘4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes’ and ‘4.23 I use a service and organisation that are well led and managed’

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 sincerely



Lynne Hepburn

Team Manager

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cc: Local Authority – [REDACTED] – Scottish Borders Council

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