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Balhousie Care Group
Earn House
Lamberkine Drive
Perth
PH1 1RA

31 August 2023
2023383293
CS2017358876

Dear Sirs

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 Balhousie Pitlochry Care Home, Bobbin Mill, Burnside Road, Pitlochry, PH16 5BP 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 24 September 2023, you must ensure that people experiencing care are in an environment that is clean and safe, and that minimises the risk of infection. In particular you must demonstrate that:
 - a) There are adequate numbers of domestic staff working on each shift to maintain a clean and safe environment.
 - b) The care home environment, furnishings, and equipment are kept in a good state of repair and are safe, clean, and tidy at all times.
 - c) Members of staff are familiar with, and implement, current best practice guidance on how to prevent and control infection in a care home setting.
 - d) Regular quality assurance checks of the environment are undertaken in order to ensure that the cleanliness of the environment is maintained and that a record of such checks must be maintained.

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

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

This is to comply with Regulation 3, Regulation 4(1)(a), Regulation 4(1)(d), Regulation 10(2)(b) and Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

2. By 24 September 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 the health, safety, and wellbeing needs of people experiencing care. In order to achieve this, you must:

- a) Gather and record accurate information about the needs and dependency levels of people experiencing care. You must use this information to assess how many nursing and care staff 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 the care plan of each person experiencing care.
- c) Demonstrate through your actions and recordings that you effectively anticipate and respond to changes or significant events of people experiencing care. This must include making changes to staff numbers where appropriate.

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

3. By 08 October 2023, you must ensure that the care service is led and managed in a manner that results in the health, safety and wellbeing needs of people experiencing care being met. You must support better outcomes through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes. In particular you must ensure that:

- a) The needs of people experiencing care, and the environment are continuously assessed by knowledgeable, skilled and compassionate staff in leadership roles using a range of methods. This may include but is not limited to seeking the views of people experiencing care and observation of the care they receive. In addition, the observation of staff practice and communication, gathering staff views and reviewing care and housekeeping documentation.
- b) Where quality assurance processes identify areas for improvement, leaders take action and make improvements to the care of people experiencing care and the environment, at the time or as soon as is practicable. This may include, but is not limited to, role-modelling, providing feedback, direction, and guidance to individual or groups of staff and reviewing care plans for people experiencing care.
- c) The quality assurance is used to identify any further staff training or support that is necessary to meet the needs of all people experiencing care at all times.
- d) Action planning is used to assist the service to plan, make, and measure, improvement. This should include putting in place reasonable timescales for completing and measuring the impact of improvement activities on people experiencing care and their outcomes.

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This is in order to comply with Regulations 4(1)(a) and 7(1)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

4. By 08 October 2023, you must promote the health, welfare and safety of people experiencing care. This must include, but is not limited to, ensuring that:

(a) Pain levels of people experiencing care is assessed and reviewed regularly, and that pain relief is made available when required.

(b) Continence needs are assessed and reviewed regularly, and that people experiencing care are supported with dignity to manage their continence and have access to the right products.

(c) The needs of each person experiencing care to eat and drink independently is assessed and they are provided with appropriate support to promote their independence when eating and drinking.

(d) The nutrition and hydration needs of each person experiencing care are monitored frequently and any identified changes in need are responded to appropriately.

This is in order to comply with Regulation 4(1)(a) and Regulation 4(1)(b) 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



Amanda Welch

Team Manager

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cc: Local Authority – Perth and Kinross Council

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