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12 October 2023
2023383307
CS2006115975

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 Riverview Lodge Care Home, 111 Tay Street, Newport-on-Tay, DD6 8AR is not operating in accordance with requirements of section 62 of the Public Services Reform (Scotland) Act 2010. 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 13 November 2023**, the provider 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’ plans must:
 - a) Reflect the assessed current health and care needs of service users, including but not limited to nutrition, weight loss, stress and distress, catheter care, falls, and medicine management needs.
 - b) Provide clear direction to staff so that care is delivered in accordance with service users’ need.
 - c) Include person centred information outlining service users’ needs, abilities and the support required to meet those needs, including reflecting when there is a significant change to those needs.

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d) Reflect risks that have been identified, the assessment of these risks and steps to be taken to reduce and/or mitigate the risks, including referrals to external professionals.

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 13 November 2023**, the provider must ensure that medication is given in the manner in which it has been prescribed. In order to achieve this, you must as a minimum:

- a) Ensure that all staff who administer medication have the necessary skills, knowledge and competency to administer medication.
- b) Ensure that there is improved oversight and auditing of medication management and that appropriate actions are taken if a discrepancy is identified.
- c) Ensure that improvements are made with the record keeping of all medication that is ordered and delivered to the care home.
- d) Ensure that medication protocols must be updated to reflect the current prescribed medication for the person.

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

3) **By 13 November 2023**, the provider must make proper provision for the health, welfare and safety of people using the service by ensuring that their nutritional needs are being met. To do this the provider must, at a minimum:

- a) Ensure that personal plans accurately reflect the current nutritional needs of service users and ensure that care is delivered in accordance with those needs.
- b) Ensure proper provision for the consistent and accurate assessment and monitoring of people's weight and nutritional needs.
- c) Ensure proper provision for appropriate and timely referrals to other healthcare professionals where this is necessary.
- d) Ensure that there is staff awareness, skills and knowledge of people's nutritional needs and how these needs should be met.
- e) Ensure accurate and consistent recording of people's food and fluid intake where appropriate and required.

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

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4) **By 13 November 2023**, the provider must ensure that service users receive care that meets their health, safety and wellbeing needs and protects them from harm. In particular the provider must take action to reduce the falls risks of vulnerable service users. To do this, the provider must, at a minimum,:

- a) Ensure that personal plans accurately identify service users who are at increased risks of falls and this information is kept updated.
- b) Ensure that staff seek appropriate medical advice or emergency assistance where appropriate when a service user falls.
- c) Ensure that staff undertake an appropriate period of post fall monitoring in line with their own procedure and maintain accurate records of this.
- d) Ensure that staff review falls risk assessments following significant incidents or accidents and maintain accurate records of this and any changes to safeguarding measures.
- e) Ensure that all appropriate safeguarding measures are in place to minimise the risk to service users of falls.

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

5) **By 13 November 2023**, you must protect the health and welfare of those who use the service. In particular, you must ensure that skin and pressure care issues experienced by people receiving care are identified and addressed timeously. In order to achieve this, you must:

- a) Ensure staff have the relevant training to recognise the signs and symptoms of people experiencing skin vulnerability or damage.
- b) Ensure that personal plans accurately identify service users who are at increased risk of issues with skin integrity and pressure sores, identify and note action taken to minimise the risk and ensure that this information is kept updated.
- c) Ensure that skin assessment tools are developed, implemented, and regularly reviewed to ensure that the correct care, guidance, monitoring and preventative action is in place.

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 (SSI2011/210).

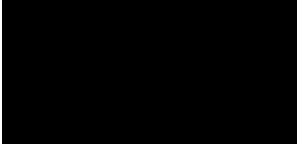
Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

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.

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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



Lee Foggarty
Team Manager

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