

Sent by email to: [REDACTED]

Advanced Specialist Care Limited
c/o Balhousie Group
Earn House
Lamberkine Drive
Perth
PH1 1RA

21 December 2022
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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 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

1. By 15 January 2023, you must ensure service users experience compassionate palliative and end-of-life care that meets their health, safety, and wellbeing needs. In order to achieve this, you must demonstrate that:

- a) Service users who need palliative and end-of-life care have accurate care plans which set out how their care needs and preferences, including physical, spiritual, and psychological needs are to be met.

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- b) Nursing and care staff are familiar with and implement a service user's palliative and end-of-life care plan.
- c) Nursing and care staff are able to identify and respond to any change in a service user's care in a service user's physical and/or mental health needs, including, but not limited to, any sign that a service user is experiencing pain, discomfort and/or distress.

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 15 January 2023, you must ensure that service users are provided with meals, snacks, drinks, and support to eat and drink in accordance with their nutrition and hydration needs and preferences. In order to achieve this you must demonstrate that:

- a) Service users' care plans record their nutrition and hydration needs and preferences.
- b) Catering staff are familiar with each service user's nutrition and hydration needs and that they have the knowledge and skills to provide meals, snack and drinks which meet those needs.
- c) Nursing and care staff are familiar with, and implement, service users' nutrition and hydration needs care plan.
- d) Nursing and care staff are able to identify, and respond to, any change to a service user's nutrition and hydration needs

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).

3. By 15 January 2023, you must ensure that service users experience care in an environment that is clean and safe, and that minimises the risk of infection. In particular you must demonstrate that:

There are adequate numbers of domestic staff working on each shift to maintain a clean and safe environment.

- a) The care home environment, furnishings, and equipment are kept in a good state of repair and are safe, clean, and tidy at all times.
- b) Members of staff are familiar with, and implement, current best practice guidance on how to prevent and control infection in a care home setting.
- c) Regular quality assurance checks of the environment are undertaken in order to ensure that the cleanliness of the environment is maintained and that current best practice guidance on how to prevent and control infection in a care home setting is always being followed.

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

4. By 19 February 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 service users' health, safety, and wellbeing needs. In order to achieve this you must:

- a) Gather accurate information about service users' needs and use it 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 each service user's care plan.
- c) Demonstrate that you effectively anticipate and respond to changes in service users' needs or significant events in the care home and amend staff numbers accordingly when required.

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).

5. By 19 February 2023, you must ensure that the care service is led and managed in a manner that results in service users' health, safety and wellbeing needs being met. In particular you must ensure that:

- a) The quality of service users' care and the environment must be continuously assessed by knowledgeable, skilled and compassionate staff in leadership roles using a range of methods. This may include but is not limited to observation of service users' care experiences, observation of staff practice and communication, seeking service user and staff views and review of care and housekeeping documentation.
- b) Where quality assurance identifies areas for improvement, leaders must take action and make any achievable improvements to service users' care and the environment at the time. This may include but is not limited to role-modelling, providing feedback, direction and guidance to individuals or groups of staff and reviewing service users' care plans.
- c) The quality assurance must be used to identify any further staff training or support that is necessary to ensure service users' health, safety and wellbeing needs are met.
- d) Action planning must be used to assist the service to plan, make and measure improvement. This must include putting in place reasonable timescales for

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completing and measuring the impact of improvement activities on service users' experiences and outcomes.

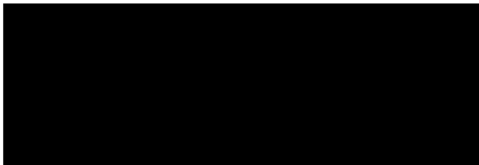
This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

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



Amanda Welch
Team Manager

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cc: Local Authority Perth and Kinross Council



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