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Abbey Healthcare (Hamilton) Ltd  
Sutherland House  
70-78 West Hendon Broadway  
London  
NW9 7BT

09 March 2023  
2023383262  
CS2017358108

Dear Sir/Madam

**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 Abbeydale Court Care Centre, 138 Strathaven Road, Hamilton, ML3 7TW is not operating in accordance with conditions and/or 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 **1 May 2023**, you must ensure people experiencing care have confidence the service received by them is well led and managed. You must support better outcomes through a culture of continuous improvement, underpinned by robust investigations when serious incidents occur and transparent communication with other governing bodies. This must include, but is not limited to:

- a) Ensure all staff recognise and report incidences of harm or potential harm;
- b) Conduct thorough investigations following serious incidents;
- c) Liaise with all other governing bodies; and

**Care Inspectorate**, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY  
We have offices across Scotland. You can find details at [careinspectorate.com](http://careinspectorate.com)

d) Submit notifications to the Care Inspectorate as required by our notification guidance entitled: - “Records that all registered care services (except childminding) must keep and guidance on notification reporting”.

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

2. By **1 May 2023**, you must ensure people experiencing care have confidence the service received by them is well led and managed. You must support better outcomes through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes. This must include, but is not limited to:

- a) Assessment of the service’s performance through effective audit;
- b) Where areas for improvement are identified through audit;
- c) Putting in place and implementing action plans which set out specific, achievable, and realistic actions required to address;
- d) The process by which actions will be measured to ensure positive outcomes are achieved for people experiencing care;
- e) Detailed timescales for completion/review;
- f) Ensuring all staff are accountable for and carry out the required remedial actions set out within action plans; and
- g) Reviewing the effectiveness of actions put in place to ensure these elicit positive outcomes for the health, safety, and welfare of people experiencing care.

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

3. By **1 May 2023**, you must ensure people experiencing care receive support from staff with sufficient skills and knowledge for the work they are to perform in the service. This must include, but is not limited to:

- a) Assessing the training needs of all staff;
- b) Developing and delivering a comprehensive plan of training;
- c) In particular, you must ensure that all staff receive medication management, dementia including mental health conditions and stress and distress training relevant to the work that they carry out in order to keep service users safe; and
- d) Ensuring this plan is reviewed to reflect the ongoing training required to equip staff to meet the individual mental and physical health needs of people experiencing care.

This is in order to comply with Regulation 4(1)(a) and Regulation 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI2011/210)

4. By **1 May 2023**, you must ensure people experiencing care are supported in a safe, well-maintained environment. This must include, but is not limited to:

- a) Ensure all repairs and safety checks identify timescales for commencement and completion of work and are carried out timeously;
- b) Putting in place and implementing a system for the robust oversight of the premises and safety of the environment; and
- c) Taking appropriate actions following this to reduce risk and protect people from harm.

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

5. By **1 May 2023**, you must be responsive to people's needs and support their health and wellbeing by ensuring they receive their medication as instructed by a medical practitioner and as intended by the manufacturer. To be responsive to people's needs and support their health and wellbeing you must, at a minimum:

- a) Implement a comprehensive stock ordering system to ensure that medication is available at the service at the time it is due for administration;
- b) Complete, permanent, accurate and consistent auditable record of all prescribed medicines entering, administered or destroyed, and leaving the service;
- c) Ensure all staff who administer medication have received training and are assessed as competent to do so; and
- d) Implement a comprehensive stock checking system which identifies and addresses out of stock medication.

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

6. By **1 May 2023**, you must ensure that people experience care that meets their health, wellbeing and support needs and enables them to experience respectful, personalised and compassionate care. This must include, but is not limited to:

- a) Putting in place and implementing a system demonstrating that staff are appropriately and safely recruited in line with best practice guidance, 'Safer Recruitment Through Better Recruitment (Scottish Government, 2016)'; and
- b) Demonstrating that all staff have undertaken a comprehensive induction which equips them with the necessary knowledge and skills to undertake their roles effectively.

This is in order to comply with Regulation 4(1)(a) and Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI2011/210)

7. By **1 May 2023**, you must ensure that where people's independence and choice are restricted, that this is justified, kept to a minimum and done sensitively. In particular, you must ensure that:

- a) No person is subjected to physical restraint unless it is the only practicable means of securing their or other people's, welfare and there are exceptional circumstances;
- b) All care and ancillary staff receive training on the use of planned and unplanned restraint, which includes arrangements for debriefing;
- c) Any incident of restraint is notified to the Care Inspectorate, and any other relevant governing body;
- d) When required you put in place, implement and regularly review, restraint care plans and risk assessments for people, which clearly identify and set out how people's health, welfare and safety needs are to be met, and plans and assessments to help achieve this; and
- e) The organisational policy on restraint is updated and reviewed to reflect best practice guidance 'Rights, Risks and Limits to Freedom' (Mental Welfare Commission, 2021).

This is in order to comply with regulations 3, 4(1)(a) and (c) and 5(1) and (2) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

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

[Redacted signature]

Jacqueline Young  
Team Manager

Direct: [Redacted]

Email: [jacqueline.young@careinspectorate.gov.scot](mailto:jacqueline.young@careinspectorate.gov.scot)

cc: Local Authority – Chief Executive, South Lanarkshire Council

[Redacted]

Nurse Director South Lanarkshire Health and Social Care Partnership

[Redacted]

Chief Social Work Officer

[Redacted]

Director Health and Social Care

[Redacted]