



website: www.careinspectorate.com
telephone: 0345 600 9527
email: enquiries@careinspectorate.gov.scot
Twitter: @careinspe

Sent by email: [REDACTED]

Karma Healthcare
1 Moorfield Lane
Gourock
PA19 1LN

24 September 2021
2021383188
CS2007166441

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 Karma Healthcare, 1 Moorfield Lane, Gourock, PA19 1LN 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.

Improvement

1. By 5 October 2021, you must ensure service users’ health, safety and well-being needs are met by identifying ‘named staff’ that are accountable and responsible for the governance and management of the daily schedule of planned visits that people require. The action you take must include, but is not limited to:

- a) a rota is made available that shows the name of the staff member/s who hold responsibility for the scheduling of visits from the first planned support visit up until the last planned support visit each day;
- b) support visits are planned and arranged based on priority criteria that is informed by assessed need and risks;
- c) the staff member responsible for the scheduling of visits must demonstrate an understanding of their role, duties and the actions that are required of them to ensure visits are provided as required;
- d) written guidance defining the role, responsibilities and duties for ‘named staff’ that manage the schedule of planned visits must be in place and used to measure performance; this must also include the escalation of actions to take in the event of a planned visit not taking place; and
- e) the registered manager of the service must oversee the performance of the ‘named staff member/s’ who hold responsibility for scheduling of planned visits, and a record must be in place to demonstrate this.

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 in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI/2011/210) Regulations 4 (1) (a); 15 (a) and 18.

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 faithfully



Jacqueline Young

Team Manager

Sending office: Paisley

Direct: 

Email: jacqueline.young@careinspectorate.gov.scot

cc:



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

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

OFFICIAL SENSITIVE
OFFICIAL SENSITIVE