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telephone: 0345 600 9527
email: enquiries@careinspectorate.gov.scot
Twitter: @careinspect

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Renaissance Care (No1) Limited
Renaissance Care Ltd
Archibald Hope House
Eskmills Park, Station Road
Musselburgh
EH21 7PQ

24 April 2024
2024383330
CS2019378593

Dear Renaissance Care (No1) Limited

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 Kingsmills Care Home, 10 Kingsmills Park, Inverness, IV2 3RE, is not operating in accordance with the requirements of Regulations made under the Act and other prescribed grounds. The Care Inspectorate hereby gives you notice that unless there is a significant improvement in the 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 26 May 2024**, you must ensure that service users experience safe and compassionate care and treatment that meets their health, safety and wellbeing needs and preferences. This includes but is not limited to support with falls, skin integrity, stress and distress, and moving safely.

In particular, but not exclusively, you must ensure that:

a) Staff responsible for clinical oversight have the necessary skills and knowledge to assess service users’ health, safety and wellbeing needs, including when there is a significant change in those needs.

b) Managers, nursing and care staff understand and fulfil their roles and responsibilities in relation to promptly identifying, reporting and responding when

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there are changes in service users' health, wellbeing or safety needs, including when service users may be unhappy or at risk of harm.

- c) Staff at all levels must take appropriate actions as are necessary to ensure that service users consistently experience safe and compassionate care, ensuring service users receive assistance that meets their care needs and preferences at all times.
- d) Service users' assessments, care plans and any relevant supporting documents set out service users' health, safety and wellbeing needs and preferences and how they should be met, including when there is a significant change to those needs.
- e) Where relevant, staff must fully inform multi-disciplinary team professionals about service users' current health and wellbeing needs in order to ensure people receive the right care, support and treatment.

This is in order to comply with Regulation 4(1)(a), Regulation 4(2) and Regulation 5(2)(b)(ii) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. **By 26 May 2024**, you must ensure that there is effective governance at service level to monitor and manage quality of care and effectively identify and drive improvements in the service. This should include, but need not be limited to including, the wellbeing and safety of residents and staff practice. In particular you must ensure that:

- a) There are systematic and effective quality management, quality assurance and early warning systems in place to identify risks and drive improvement in the care service.
- b) There is effective and meaningful monitoring in areas of staff practice, including, but not limited to, moving and handling, prevention of falls, skin integrity, stress and distress and the care and support needs of residents are met at all times.
- c) That where there are indications of poor practice, this is recognised and prompt action is taken to address this.
- d) Staff responsible for assessing service users' health, safety and wellbeing needs and planning their care, inform staff and relevant colleagues of any changes that have been made to service users' care plans.
- e) That staff are appropriately managed and are well led.

This is in order to comply with Regulation 3 and Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 7 of the Health and Care (Staffing)(Scotland) Act 2019.

3. **By 26 May 2024**, you must ensure that people are supported at all times by sufficient numbers of suitably skilled staff to meet their health, safety and wellbeing needs. This must include, but is not limited to, ensuring people's emotional wellbeing

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needs are met, particularly people who experience stress and distress. In particular you must ensure that;

- a) Staffing levels and skill mix are informed by an effective process for assessing each service users' care and support needs and how many staff hours are needed to meet service users' needs, including when there is a significant change in those needs.
- b) There are enough suitably qualified, knowledgeable and skilled staff on shift at all times to meet service users' care needs and preferences at all times.
- c) That staff are conversant with service users' needs and are deployed effectively throughout the care service according to their skill set.
- d) That staff have the right knowledge, competence and skills to safely care and support service users. This includes but is not limited to moving and handling and stress and distress training.

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 (SSI 2011/210) and sections 7 and 8(1)(a) of the Health and Care (Staffing)(Scotland) Act 2019.

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]

Debbie MacKinnon
Team Manager

Direct: [Redacted]

Email: debbie.mackinnon@careinspectorate.gov.scot

cc: Local Authority – [Redacted] – Highland Council
[Redacted]

NHS Highland – [Redacted] - [Redacted]

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