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Leonard Cheshire Disability  
66 South Lambeth Road  
London  
SW8 1RL

12 October 2022  
2022383239  
CS2004076468

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 Leonard Cheshire Disability, a company registered in the United Kingdom, (Company Number 00552847) having its registered office at 66 South Lambeth Road, London, SW8 1RL, and having a place of business at Glamis House, Blair Avenue, Pitteuchar, Glenrothes KY7 4RT, is not operating in accordance with the requirements of Regulations made under the 2010 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(s)**

1. By 31 October 2022, the provider must ensure service users’ health, safety and well-being needs are met. In order to achieve this, the provider must ensure that the service is led well and quality assurance for the service is responsive and carried out effectively. This must include but is not limited to:

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- a) ensure that people experience care and support to meet their needs at the time that they need it;
- b) appropriate governance and oversight is in place by the provider and at the service. This must include audits for monitoring and checking the quality of service which are accurate, up-to-date and ensure that analysis and follow-up leads to any necessary action to achieve improvements or change without delay;
- c) effective leadership and management of the service ensures people's needs, rights, and wishes are met and respected.

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

2. By 31 October 2022, in order to protect the health, welfare and safety of those who use the service, the provider must ensure that all personal plans have up to date reviews, supporting positive risk assessments and care plans which:

- a) evidence that people and/or their representatives were involved in developing, agreeing and reviewing the plans;
- b) ensure people's needs are assessed on a regular basis with action taken to ensure changes to people's needs are appropriately addressed;
- c) accurately reflect people's assessed current health and care needs with priority given to communication, restraint and restrictive practice and stress and distress;
- d) include person-centred information outlining people's wishes, choices, needs and abilities and support required to meet those needs;
- e) identify, assess and mitigate risks to people ensuring they are supported to take positive, life-enhancing risks.

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

3. By 31 October 2022, the provider must ensure people experience good outcome. In order to achieve this, the provider must ensure staff have the knowledge, skills and understanding to meet the needs of people using the service. Priority must be given to values, restraint and restrictive practice, positive behaviour support and supporting people experiencing stress and distress. This must include but is not limited to:

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- a) ensure the content of training is tailored to support staff to meet the needs of people using the service;
- b) ensure learning is transferred into practice;
- c) ensure staff knowledge, skills and understanding remain current and continue to meet best practice standards.

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

4. By 31 October 2022, the provider must protect people's health, safety and wellbeing. In order to achieve this, the provider must ensure people receive safe, consistent and person-centred support with medication. This must include but is not limited to;

- a) develop and regularly review person-centred care plans which enable people, where appropriate, to be involved in managing their medication;
- b) ensure protocols are in place to inform the administration of medication prescribed on an "as required" basis. Particularly psychoactive medication which could be used as a form of restraint;
- c) ensure staff have the required knowledge and skills to support people and evaluate their competency on a regular basis;
- d) ensure medication errors are identified and managed effectively to reduce the risks to people;
- e) ensure effective monitoring and oversight of the medication support provided for people.

This is in order to comply with Regulation 3, 4(1)(a), 4(1)(c), 5(1), 5(2)(a), 5(2)(b), 15(a), 15(b)(i) 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.

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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 faithfully



**Shona Shelton**

Team Manager

Direct: [REDACTED]

Email: [shona.shelton@careinspectorate.gov.scot](mailto:shona.shelton@careinspectorate.gov.scot)

cc: Local Authority: [REDACTED], Fife Council



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