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St Philips Care Limited
Plant & Co Ltd
17 Lichfield Street
Stone
Staffordshire
ST15 8NA

27 November 2023
2023383316
CS2004085047

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 Leys Park Care Home, Leys Park Road, Dunfermline, KY12 0AB is not operating in accordance with requirements of section 62 of the Public Services Reform (Scotland) Act 2010. 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 3 January 2024**, you must ensure that service users receive care that meets their health, safety and wellbeing needs and which enables them to exercise choice in their daily life. In particular you must ensure:

- a) there are enough suitably qualified, knowledgeable and skilled staff on shift to meet service users’ needs at all times;
- b) the numbers and skill mix of staff employed are based on an accurate assessment of each service users’ needs, including needs arising from living with other service users in a group, taking the layout of the building into account; and

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c) there is a sufficiency of staff on shift each day, suitably deployed to ensure service users are supported well in accordance with their agreed plan of care and that they can summon assistance and receive support in a timely manner.

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

2. **By 3 January 2024**, you must ensure there is an appropriate system in place for carrying out and monitoring safety of the environment, maintenance and repair procedures. This must include but is not limited to:

- a) developing environmental risk assessments and taking steps to minimise risks identified;
- b) ensuring that the temperature in all areas of the home are monitored and appropriately adjusted to ensure service users are comfortable and warm;
- c) carrying out regular and planned environmental audits; and
- d) ensuring that all deficiencies in the structure and safety of the building and minor repairs are addressed timeously and records kept of this.

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

3. **By 3 January 2024**, you must ensure that service users' health, safety and wellbeing needs are being accurately assessed, documented met. This must include, but is not limited to:

- a) assessing and recording service users' health, safety, and wellbeing needs within their care plans taking account of their choices and preferences;
- b) demonstrating that any risks to a service user's health, safety or wellbeing are identified, appropriately managed and clearly recorded as part of the care planning process; and
- c) demonstrating that each service user's health and wellbeing needs are consistently monitored and evaluated to inform the level of care that they require. This should include as a minimum: stress/distress, wound/skin care, falls management and nutrition management needs

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

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4. **By 3 January 2024**, you must ensure that service users experience a service which is well led and managed, and which results in better outcomes for service users through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes. In particular you must:

- a) ensure that there are appropriate quality assurance systems in place that can evidence continuous evaluation and monitoring of service provision to help inform improvement and development of the service;
- b) where audits identify areas for improvement these should be detailed in action plans which must be developed and acted upon. Action plans should specify the actions to be taken, include timescales, who is responsible and the expected outcome; and
- c) ensure all staff are accountable for and carry out the required remedial actions set out within action plans.

This is to comply with regulations 3, 4(1)(a) and 15(a) 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]

Amanda Welch

Team Manager

Direct: [Redacted]

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cc: Local Authority – [Redacted] – Fife Council

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