

Sent by email: [REDACTED]

Lochbank House Limited  
Eastbourne House  
3 Little Causeway  
Forfar  
Angus  
DD8 2AD

3 May 2024  
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Dear Lochbank House 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 Lochbank, 75A Graham Crescent, Forfar, DD8 1DW 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 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 14 June 2024, you must ensure that people experience safe and responsive care and treatment that meets their health, safety and wellbeing needs and preferences. In particular, you must ensure that:
  - a) Personal plans accurately reflect the current needs of people living in the service.
  - b) Staff are visible and available to ensure that people receive the care and support they need or wish timeously.
  - c) Staff provide flexible and enabling care which is person centered and tailored to people’s needs and wishes and not determined by the tasks and routine of the home.
  - d) People’s health care recording charts and assessments are completed accurately, and that these are reviewed at appropriate intervals to support ongoing evaluation and assessment of people’s current and changing needs.

**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)

e) Where concerns or changes have been noted in a person's condition or needs, ensure actions are taken to provide responsive care. This includes following advice and guidance from health care professionals.

**This is in order to comply with Regulation 4(1)(a), and Regulation 4(2), 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.**

2. By 3 June 2024, you must promote the health, welfare and safety of people and protect them from harm. In particular, you must ensure:

a) Any Adult Support and Protection incidents are recognised and reported timeously to the Care Inspectorate and the Health and Social Care Partnership, with appropriate actions taken to mitigate identified risks.

b) All staff respond to any concerns raised appropriately to ensure people's safety and wellbeing.

c) All staff complete appropriate Adult Support and Protection training and a record of training completion is kept.

**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 section 8(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.**

3. By 3 June 2024, you must ensure appropriate staffing arrangements are in place to ensure people receive responsive care and are kept safe by a knowledgeable and competent staff team. In particular, you must ensure:

a) There are enough suitably qualified and competent staff on shift to meet service users' needs at all times.

b) Staff practice is regularly observed and assessed by senior members of staff to ensure that all staff have the necessary skills, knowledge and competence to support people.

c) Ensure that staff have access to and complete training relevant to their role.

d) Ensure leaders are visible to support practice and provide direction to staff to ensure the smooth running of the shift.

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**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 section 7 and section 8(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.**

4. By 14 June 2024, you must ensure that the service is well led and managed. In particular, you must ensure:

- a) Quality assurance processes are carried out regularly and where areas for improvement have been identified, clear action plans are developed which are signed off as completed once achieved.
- b) Staff in leadership roles receive training on the quality assurance procedures and must be able to demonstrate an understanding of how these can be used to assure the quality of people's experiences.
- c) Staff in leadership positions are allocated specific time to implement the service's quality assurance processes.
- d) Effective communication systems are developed and implemented to ensure all essential information about people is shared within the staff team.

**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 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

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Yours sincerely



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cc: Local Authority –   
