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Holmes Care Group Scotland Ltd
c/o Dla Piper
Collins House
Rutland Square
Edinburgh
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10 October 2024
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CS2023000108

Dear Holmes Care Group Scotland Ltd

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 Lomond View Care Home, Falkland, Cupar, KY15 7AR, is not operating in accordance with the requirements of Regulations made under the Act and other prescribed requirements. 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 **06 December 2024**, you must ensure that service users’ health, safety and wellbeing needs are being accurately assessed, documented, met, and are effectively communicated between all relevant staff. This means putting the service user at the centre, identifying what is important to them, and ensuring that everyone is working together to maximise their health, safety, and wellbeing. In particular you must:

- a) Ensure that any risks to a service user’s health, safety or wellbeing are identified, recorded as part of the care planning process, and managed to protect them from harm.
- b) Ensure that each service users’ health and wellbeing needs are consistently monitored, evaluated, and that the information is used to inform the level of

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care required. This should include, as a minimum, monitoring and evaluation of stress/distress, wound care, falls management, and nutrition management.

- c) Ensure that all care records, and associated documentation, are easily accessible to staff and are legible.

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

2. By **06 December 2024**, you must ensure that staff are adequately trained to meet the assessed needs of service users. In particular you must:

- a) Have in place and implement appropriate action plans which address the training and development required by staff to meet the assessed needs of service users.
- b) Ensure that staff have regular and planned supervision and appraisal meetings to support their practice.
- c) Develop and implement processes designed to monitor and evaluate the ability of staff to put their training into practice.

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 2011/220) and section 8(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.

3. By **06 December 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 transparent quality assurance processes. In particular you must:

- a) Ensure that assessment of the service's performance is undertaken through effective audits. Where the audits identify areas for improvement, the improvements to be made must be detailed in an action plan which specifies the actions to be taken, the timescale within which the action is to be taken, the person or persons responsible for making the improvement, and the expected outcome of the improvement.

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).

4. By **06 December 2024**, you must ensure that service users' health, safety and wellbeing is protected as a result of improved oversight in relation to falls. This must

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Include but need not be limited to:

- a) Ensuring that, when a service user falls, staff undertake an assessment of the impact of the fall to the health and wellbeing of the service user, that medical advice and assistance is sought timeously where appropriate, and that arrangements are made to observe and monitor the service user following a fall to determine whether there has been any deterioration in the service user's health as a result of the fall.
- b) Ensuring that there are appropriate procedures in place, which are adhered to by staff, directing staff as to the action that must be taken in the event of a service user falling.

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

5. By **06 December 2024**, you must protect the health and welfare of service users by ensuring that medication is administered as prescribed and that any pain they experience is identified and treated timeously.

In order to achieve this, you must:

- a) Demonstrate that all medication is administered as prescribed.
- b) Implement, and regularly review, as required medication protocols and pain assessment tools for each service user and record the signs that the service user displays to indicate when they need 'as required' medication. The protocols should direct staff as to the action that must be taken to relieve or ameliorate the pain that the service user is experiencing.
- c) Implement a system to help ensure that medication used by each service user is reviewed by relevant health care professionals on a regular basis.

This is in order to comply with Regulation 3 and Regulation 4(1)(a) of The Social Care and Social Work 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 sincerely

[REDACTED]

Emma Virasami

Team Manager

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cc: Local Authority – [REDACTED] Fife Council
[REDACTED]

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