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Sent by email to: [REDACTED]

Milestone Living Limited
 272 Bath Street
 Glasgow
 G2 4JR

7 September 2022
 2022383231
 CS2020380164

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 Milestone Living Limited, Meikle Cottage, Kinveachy Aviemore, PH24 3BT is not operating in accordance with the requirements of Regulations made under the 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.

Improvements

1. **By 30 September 2022**, you must make proper provision for the safety of the young people receiving care. In particular you must:
 - a) Ensure there is a risk assessment in place detailing the risks relevant to each young person receiving care and the strategies to be implemented to support the young people receiving care.
 - b) Ensure in the event a young person receiving care is at risk, there is an immediate response to support the young person’s safety, welfare and health needs.
 - c) Ensure such arrangements as are necessary are made for a young person receiving care to access external support, including but not limited to support from a relevant health care professional, when there are concerns about the young person’s health, welfare [REDACTED].
 - d) Ensure all child or adult protection matters are reported appropriately in line with relevant procedures.
 - e) Ensure all leisure and recreation activities are individually risk assessed and documented.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY

We have offices across Scotland. You can find details at careinspectorate.com

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).

2. **By 30 September 2022**, you must ensure that at all times there are suitably qualified and competent persons working in the care service in such numbers as are appropriate for the health, welfare and safety of young people receiving care. In particular you must:
 - a) Ensure an appropriate skill mix of staff are on shift at all times, taking account of the identified needs of young people receiving care and care staff skills.
 - b) Ensure all staff are registered with, or have submitted appropriate applications to, the Scottish Social Services Council and appropriate recruitment processes are in place and implemented

This is in order to comply with Regulation 4(1)(a) and Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

3. **By 30 September 2022**, you must ensure all young people receiving care have personal plans in place which reflect their health, welfare and safety needs and these are kept for an appropriate length of time in line with a suitable retention policy, regardless of the length of the young person's stay. In particular you must:
 - a) Ensure all personal plans reflect the needs, goals and care requirements of the young people receiving care and how to best support them on a daily basis.
 - b) Ensure all documentation for young people receiving care is stored appropriately and is accessible to care staff.

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

4. **By 14 October 2022**, you must protect the safety of the young people receiving care. In particular you must:
 - a) Ensure that, through comprehensive admission, and ongoing, assessments, the service has the capability to meet the continuing needs of young people entering and placed in the service.
 - b) Ensure that all members of staff are appropriately trained in how to recognise and respond to risks and that there is a record of completion of relevant training.
 - c) Ensure that there is a framework to assess staff practice and ongoing competence.
 - d) Ensure that in instances where any young person receiving care is expected to leave the service, they are supported in that transition.

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

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



Mary Morris


Team Manager

Direct: 

Email: mary.morris@careinspectorate.gov.scot

cc: Local Authority:  Highland Council.



cc:  North Ayrshire Council



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