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Nazareth Care Charitable Trust
 Nazareth Care Regional Office
 162 East End Road
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14 December 2021
 2021383194
 CS2013317815

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 Nazareth House, 13 Hillhead, Bonnyrigg, EH19 2JF 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.

Improvement 1

By **14 February 2022**, 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 ensuring the service user and those important to them are central to identifying what is important to them and that everyone is working together to maximise their health, safety, and wellbeing. This must include but is not limited to:

- a) Assessing and recording service users’ health, safety, and wellbeing needs within their care plan taking account of their choices and preferences.
- b) Ensuring that any risks to a service user’s health, safety or wellbeing are identified, including how to move people safely. This must be managed, and clearly recorded as part of the care planning process so that they are protected from harm.

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- c) Ensuring that each service user's health and wellbeing is consistently monitored and evaluated to inform the level of care required. This should include the recording of a service user's food and fluid intake and the maintaining of other relevant records.
- d) Measuring the effectiveness of the care provided to service users through feedback from them and those important to them, observation of their care experiences, and other relevant evaluation and review processes, such as, quality audits, external feedback, and clinical governance reviews. All feedback, observations and other evaluation and review processes must be documented.

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

Improvement 2

By **14 February 2022**, staff must appropriately support service users who are experiencing stress and distress. This must include but is not limited to:

- a) Identifying any cause or trigger responsible for a service user's distress and taking steps to support them/relieve their distress.
- b) Ensuring that each service user has an individual plan of care which details the actions that are required to be taken to reduce their stress and distress.
- c) Ensuring that members of staff supporting service users with stress and distress have the knowledge and skills needed to support them well.

This is in order to comply with regulations 4(1)(a), 5, 7(2)(c) and 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Improvement 3

By **14 February 2022**, you must ensure that service users experience a service which is well led and managed, which results in better outcomes for service users. This must include, but is not limited to:

- a) Ensuring there is appropriate and effective leadership of the care service
- b) Ensuring that there are quality assurance systems in place to support a culture of continuous improvement
- c) Implementing effective action planning to address areas of required improvement within reasonable timescales

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- d) Communicating needs of people to staff caring for them.
- e) Organising staff appropriately to care for people.

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)

Improvement 4

By **14 February 2022**, you must ensure that staff are able to support service users to receive care that meets their health, safety and wellbeing needs and enables them to experience respectful, personalised, and compassionate care. This must include, but is not limited to:

- a) Ensuring there are enough staff on each shift who are appropriately trained, skilled, and competent in the role they are to perform at all times
- b) Basing the numbers and skill mix of staff deployed on an accurate assessment of each service user's needs, including needs arising from living with other service users in a group, taking the layout of the building into account.
- c) Ensuring the numbers and skill mix of staff employed are based on an accurate assessment of each service user's needs and identified areas for potential harm.
- d) Making certain there are enough staff to ensure that service users experience meaningful engagement and occupation. This should include regular opportunities to be outdoors and away from the care home.

This is in order to comply with regulations 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 faithfully



Jôe McGhee

Team Manager

Sending office: Paisley

Direct: [REDACTED]

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

cc: Midlothian Council, Chief Executive

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Director Health & Social Care, Chief Officer of Midlothian IJB

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