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Hamberley Care 1 Limited
1 Vine Street
London
W1J 0AH

14 August 2020
2020381083
CS2018372062

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 Newton House, 1 North Greenlaw Way, Newton Mearns, Glasgow, G77 6GZ 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

By 20 August 2020, you must ensure that the premises are suitable for the provision of a care service and the safety and wellbeing of service users is protected. In order to achieve this, you must:

- a) Ensure that each resident has a clean and intact mattress,
- b) The premises, furnishings and equipment are clean, tidy and well maintained,
- c) Processes are in place to ensure that the environment is consistently safe and well maintained; and any shortcomings are promptly identified with effective action taken to make the necessary improvements,
- d) Effective arrangements are in place to prevent and control the spread of infection,
- e) Ensure staff have access to adequate cleaning materials

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

By 20 August 2020, you must ensure that all staff are appropriately trained and competent in infection control and prevention in relation to COVID19. This should include, but is not limited to:

- (a) Training on the appropriate use of personal protective equipment in line with the current Health Protection Scotland Guidance on COVID-19 in Care Settings,
- (b) Training in infection prevention practice which is not exclusive to but includes particular reference to supporting people in isolation, handwashing and adhering to social distancing.

This is in order to comply with Regulation 4(1)(a) and (d) and Regulation 10(2)(b) and (d) 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

[Redacted signature]

Elizabeth McPake

Team Manager

Sending office: Paisley

Direct: [Redacted]

Email: [Redacted]

cc: Local Authority

[Redacted contact information]

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY. We have offices across Scotland. You can find details at careinspectorate.com