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Hamberley Care 1 Limited  
 1 Vine Street  
 London  
 United Kingdom  
 W1J 0AH

7 December 2021  
 2021383192  
 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**

1. By 15 December 2021, the provider 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. To do this the provider must, at a minimum:
  - a) Ensure that any risks to a service user’s health, safety or wellbeing are identified, managed, and clearly recorded within each individual care plan.
  - b) Ensure that each service user’s health and wellbeing needs are consistently monitored and evaluated to inform the level of care required, taking account of each service user’s food and fluid intake and pressure areas.

**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)

- c) Measure the effectiveness of the care provided to service users through observation of their care experiences, and other relevant evaluation and review processes, such as, quality audits, external feedback, and clinical governance reviews. All observations must be documented accurately.

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 15 December 2021, the provider must ensure that service users receive care that meets their health, safety and wellbeing needs and enables them to experience respectful, personalised, and compassionate care. To do this the provider must, at a minimum:
  - a) Ensure that care is delivered in accordance with the assessed needs of each individual service user.
  - b) Ensure that support staff on shift (either temporary or permanent) are aware of the needs of each individual service user and are familiar with the care service's Homemaker model of care.
  - c) Ensure that staff accurately record service users' needs in the electronic care planning system.

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).

3. By 15 December 2021, the provider must ensure that the appropriate number of skilled and competent staff are working in the service, at all times, to meet the health, welfare and safety needs of all service users. To do this, the provider must, at a minimum:
  - a) Ensure that the staff on each shift are appropriately skilled, and competent in the role they are to perform. Particular attention should be given to dementia awareness training for staff caring for people living with dementia.
  - b) Ensure that the care service is provided in a manner which promotes the dignity of service users and is respectful in its communication with service users and with others when discussing service users' needs.

This is in order to comply with regulations 3, 4(1)(a) and 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

4. By 10 January 2022, the provider must ensure that service users experience a service which is well led and managed, and which results in better outcomes for them. To do this the provider must, at a minimum:
- a) Ensure that there is a consistent management presence providing appropriate and effective leadership within the care service.
  - b) Ensure that there is a quality assurance system in place to support a culture of continuous improvement.
  - c) Implement effective action planning within reasonable timescales to address identified areas for improvement.

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)

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]

**Simon Deveney**  
Team Manager  
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cc: East Renfrewshire Council, [Redacted]  
[Redacted]  
[Redacted]  
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