

website: www.careinspectorate.com

telephone: 0345 600 9527

email: enquiries@careinspectorate.gov.scot

Twitter: @careinspect



Send by email to: [REDACTED]
[REDACTED]

Enhance Healthcare Ltd
Barncluith Business Centre
Townhead Street
Hamilton
ML5 1PH

26 May 2023
CS2014323294

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 Orchard House Nursing Home, Crossford, Carluke, ML8 5PY is not operating in accordance with 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 31 July 2023**, you must ensure people experiencing care have confidence the service received by them is well led and managed. You must support better outcomes through a culture of continuous improvement, underpinned by robust investigations when serious incidents occur and transparent communication with other governing bodies. This must include, but is not limited to:
 - (a) ensure all staff recognise and report incidences of harm or potential harm;
 - (b) conduct thorough investigations following serious incidents;
 - (c) liaise with all other governing bodies; and
 - (d) submit notifications to the Care Inspectorate as required by our notification guidance entitled: - “Records that all registered care services (except childminding) must keep and guidance on notification reporting”.

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 section 53(6) of the Act and Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/ 210).

- 2) **By 31 July 2023**, you must ensure people experiencing care have confidence the service received by them is well led and managed. You must support better outcomes through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes. This must include, but is not limited to:
- a) assessment of the service's performance through effective audit;
 - b) areas for improvement are identified through audit;
 - c) implement action plans which set out specific, achievable, and realistic actions required to address;
 - d) review the effectiveness of actions put in place to ensure these elicit positive outcomes for the health, safety, and welfare of people experiencing care.

This is in order to comply with Regulation 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI2011/210).

- 3) **By 31 July 2023**, you must ensure people experiencing care have in place a personal plan which sets out how their health and care needs will be met. This must include, but is not limited to:
- (a) ensure that a pre-admission assessment is undertaken for any new residents;
 - (b) risk assessments and care plans are in place detailing how care and support needs are to be met;
 - (c) the service demonstrates involvement with the individual and their families/representative (where appropriate);
 - (d) the service records any referrals and input from health and care professionals (if this is relevant to their care needs); and
 - (e) reviews are undertaken as when there is a change in the individual's circumstances and within six months;

This is in order to comply with Regulations 4(1)(a) and 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI2011/210).

4) **By 31 July 2023**, you must ensure that the health and wellbeing needs of people experiencing care, that have been assessed as being at risk of deterioration are accurately monitored, recorded and reviewed. In particular you must ensure that:

- (a) there is a clear system for ongoing daily recording in care plans and related documentation when this is required;
- (b) care plans and related documentation provide clear information on the health and care need that requires monitored and actions to be taken;
- (c) staff are aware of the importance of accurately completing care plans and related documentation, and their accountability in line with professional Codes of Practice;
- (d) care plans and related documentation accurately completed at the time the support is provided; and
- (e) daily documentation related to care plans are assessed by a senior staff member at least once in every 24 hours to ensure the health, welfare and safety needs of people are being met.

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

5) **By 31 July 2023**, you must ensure that people experiencing care receive the right level of care at the right time. In particular you must:

- (a) ensure that there are sufficient staff on duty at all times who are competent and responsive to the needs of the people using the service;
- (b) ensure any changes in individual or collective circumstances are evaluated; and
- (c) undertake a thorough evaluation of all the current needs of people who use the service and use the findings to ensure that there are sufficient staff on duty.

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 2011/2010).

6) By 31 July 2023, you must ensure people experiencing care receive support from staff with sufficient skills and knowledge for the work they are to perform in the service. This must include, but is not limited to:

- a) assessing the training needs of all staff;
- b) developing and delivering a comprehensive plan of training;
- c) in particular, you must ensure that all staff receive dementia training including stress and distress training; and
- d) ensuring this plan is reviewed and evaluated to reflect the ongoing training required to equip staff to meet the individual mental and physical health needs of people experiencing care.

This is in order to comply with Regulation 4(1)(a) and 15(a) and (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI2011/210).

7) By 31 July 2023, you must ensure that people experience care that meets their health, wellbeing and support needs and enables them to experience respectful, personalised and compassionate care. This must include, but is not limited to:

- a) putting in place and implementing a system demonstrating that staff are appropriately and safely recruited in line with best practice guidance, 'Safer Recruitment Through Better Recruitment (Scottish Government, 2016)'; and
- b) demonstrating that all staff have undertaken a comprehensive induction which equips them with the necessary knowledge and skills to undertake their roles effectively.

This is in order to comply with Regulation 4(1)(a) and Regulation 9 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI2011/210).

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.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at [careinspectorate.com](https://www.careinspectorate.com)

Yours sincerely

[REDACTED]

Jacqueline Young

Team Manager

Direct: [REDACTED]

Email: jacqueline.young@careinspectorate.gov.scot

cc:

[REDACTED], South Lanarkshire Council -
[REDACTED] [@southlanarkshire.gov.uk](mailto:[REDACTED]@southlanarkshire.gov.uk)

[REDACTED] South Lanarkshire Health and Social Care Partnership
[REDACTED] [@lanarkshire.scot.nhs.uk](mailto:[REDACTED]@lanarkshire.scot.nhs.uk)

[REDACTED]
[REDACTED] [@southlanarkshire.gov.uk](mailto:[REDACTED]@southlanarkshire.gov.uk)

[REDACTED]
[REDACTED] [@southlanarkshire.gov.uk](mailto:[REDACTED]@southlanarkshire.gov.uk)

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