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First Floor
Archibald Hope House
Station Road
Musselburgh
EH21 7PQ

7 June 2023
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CS2011303083

Dear Sir/Madam

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 Persley Castle, Mugiemoor Road, Woodside, Aberdeen AB21 9XU 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 28 June 2023**, you must ensure that effective fall prevention and management strategies are in place. In particular, you must:

- a) Ensure that service users have accurate falls risk assessments and plans in place.
- b) Ensure that the falls assessments and plans are accessible and implemented by all nursing and care staff.
- c) Ensure that when a fall does occur, staff assess the impact of the fall on the health and wellbeing of the service user and ensure that appropriate actions are taken. This should include but is not restricted to: a robust assessment of the health of the service user, seeking medical input if necessary, an appropriate level of observation and ongoing monitoring to assess any change to the health of the service user.
- d) Ensure that there is improved oversight and analysis of falls to help to identify trends and implement appropriate actions to reduce risks to service users.

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- e) Ensure that the appropriate procedures in relation to falls are implemented and that the management team are monitoring compliance with these procedures.
- f) Ensure that all fall prevention equipment is in place and in full working order.

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).

2. By 12 July 2023, you must ensure that service users experience a service which is well managed and led. In particular, you must:

- a) Ensure that there are suitably qualified, skilled and competent leaders on every shift and that they provide staff with clear direction and support so that service users experience care that meets their needs.
- b) Put in place a robust quality assurance system, including but not limited to learning from adverse events, to ensure that the quality of service users' care and the care home environment is subject to ongoing assessment and areas of improvement are identified.
- c) Ensure that an appropriate action plan is put in place where an area for improvement has been identified, together with a system to ensure that the action plan is implemented.
- d) Provide evidence that actions taken are being monitored and have supported improved outcomes for service users.

This is in order to comply with regulation 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 28 June 2023, you must ensure service users experience safe, competent, and effective support with medication. You must also ensure that pain experienced by service users receiving care is identified and addressed timeously. In order to achieve this, you must:

- a) Ensure that all medication is administered in accordance with the instructions of the person authorised to prescribe or discontinue the medication.
- b) Ensure that care plans are regularly reviewed and accurately reflect chronic and/or acute pain experienced by care users.
- c) You must develop, implement, and regularly review pain assessments to ensure signs that service users experiencing pain are identified and their pain addressed timeously.
- d) Ensure the medication of service users receiving care is reviewed by relevant health professionals in accordance with service users' changing needs.

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

4. **By 3 July 2023**, you must ensure that service users experience effective monitoring of their skin integrity and receive appropriate management of any wounds. To do this, you must:

- a) Ensure wound care documentation clearly records initial and ongoing assessment of wounds and the treatment plan for wound healing.
- b) Ensure a comprehensive overview of wound care is developed and kept up-to-date.
- c) Ensure that unexplained bruising and wounds are accurately documented and investigated to mitigate further risks.

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 sincerely

[Redacted signature]

Caroline Munro

Team Manager

Direct: [Redacted]

Email: [Redacted]@careinspectorate.gov.scot

cc: Local Authority – Chief Executive, Aberdeen City Council
[Redacted]

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