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4 October 2022
 2022383237
 CS2008170336

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 Praesmohr, Birse, Tarland, Aboyne, AB34 5FP 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 13 October 2022**, you must ensure that service users experience care in an environment that is safe and minimises the risk of infection. You must:
 - a) Ensure that the internal premises, furnishings, and equipment are safe, clean, and tidy.
 - b) Carry out a deep clean of the whole environment, with particular attention to bathroom, toilets and communal spaces.
 - c) Ensure that processes such as enhanced cleaning schedules and regular quality assurance checks of the cleaning undertaken are in place.
 - d) Ensure that up-to-date safe infection control practices are always communicated and adhered to by all staff and that processes are in place to assess and evaluate staff infection control practices.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY

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

2. **By 29 November 2022** you must ensure the home environment, fixtures and fittings are in a good state of repair to ensure effective cleaning of all areas, and to ensure that people experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment.

To do this, the provider must as a minimum:

- a) Carry out a comprehensive environmental audit and develop an action plan of refurbishment that identifies all the areas of maintenance/refurbishment and timescales for the work required and who is responsible.
- b) Share the action plan with the Care Inspectorate.

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

3. **By 29 November 2022**, you must ensure that there are adequate numbers of staff to ensure service users receive care that meets their health, safety and wellbeing needs that enables them to experience respectful and compassionate care. In particular you must:

Ensure there are adequate numbers of domestic staff to ensure that service cleaning schedules are carried out and that Infection Prevention and Control standards are maintained for the service.

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).

4. **By 29 November 2022**, you must ensure that staff have the necessary skills and competencies, the provider should ensure that staff are suitably qualified and receive appropriate training and training updates to ensure they can deliver service users' care and support using up to date guidance and to ensure that practice is safe. You must:

- a) Demonstrate that all staff receive appropriate training to carry out the work they are to perform.
- b) As a priority, ensure that staff training and updates are completed for all staff in relation to Infection prevention and control, COSHH and Health and safety.

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- c) Improve the quality assurance of staff training and update requirements to ensure that managers are aware of the training needs of staff; and
- d) Ensure that there is an effective system in place to monitor that staff are implementing the care service's policies and procedures and to identify where further training and support is necessary.

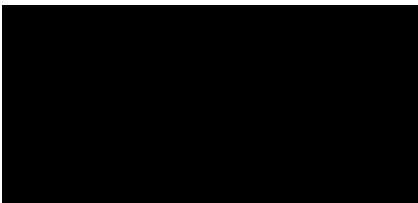
This is in order to comply with regulation 4(1)(a) and 15(b) of The Social Care and Social Work Improvement Scotland, regulation (SSI 2002/114)

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,



Lee Foggarty

Team Manager

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cc: Local Authority – [REDACTED] - Aberdeenshire Council



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