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Sent by email: [REDACTED]

Harveys Healthcare Limited  
 Queensberry Care Home  
 Lauries Wynd  
 Sanquhar  
 DG4 6DR

05 April 2022  
 2022383206  
 CS2008185641

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 Queensberry Care Home, Lauries Wynd, Sanquhar, DG4 6DR is not operating in accordance with requirements and/or conditions imposed by or 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 06 May 2022**, you must ensure that service users’ personal plans set out their health, welfare, and safety needs and these plans are being implemented in full at all times. In particular you must ensure that all service users have plans which accurately reflect their current needs, including, but not limited to diabetes management, and pressure area and/or wound care management.

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

- 2) **By 06 May 2022**, you must ensure that service users’ health and care needs are assessed accurately using appropriate risk assessment tools, and that any needs identified are appropriately monitored and addressed. In particular, service users’ needs in relation to the following areas must be assessed:

**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)

- a) nutritional and fluid needs, together with monitoring and support with the intake of food and/or fluids,
- b) changes in mobility,
- c) risk of pressure sores and/or monitoring of skin,
- d) use of medicated creams,
- e) escalation of signs of clinical deterioration to the wider health and social care team, and
- f) any actions taken to address health needs must be clearly recorded.

This is in order to comply with Regulation 3, Regulation 4(1)(a) and Regulation 4(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

- 3) **By 06 May 2022**, you must ensure that staff have completed, and have recorded evidence of completion, of appropriate training to support them in their role, and competence can be demonstrated in:

- a) medication administration, including topical medications, and
- b) infection prevention control, including hand hygiene and Personal Protective Equipment (PPE).

This is in order to comply with Regulation 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 201/2011).

- 4) **By 06 May 2022**, you must ensure that there are effective quality assurance processes in place to monitor the assessed health and care needs of the service users. Appropriate actions must be taken to address any issues identified. This must include, but is not limited to:

- a) an assessment of the service's performance in relation to meeting people's health and social care needs through an audit,
- b) in respect of the areas for improvement identified through the audit:
  - i. putting in place and implementing action plans which set out specific, measurable, achievable, and realistic actions required to address the area for improvement identified,
  - ii. putting in place and implementing a process by which the action plan(s) will be measured to assess the effectiveness of their implementation to ensure positive outcomes are achieved for service users, and
  - iii. detailing timescales for the completion and review of the action plan and an assessment of its implementation.

- c) ensure all staff are accountable for and carry out the required remedial actions set out within action plans, and
- d) review the effectiveness of action plans put in place to ensure these elicit positive outcomes for service users.

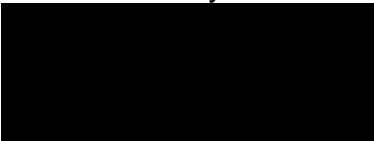
This is in order to comply with Regulation 3, and Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 201/2011).

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



**Gareth Hammond**

Team Manager

Direct: 

Email: Gareth.hammond@careinspectorate.gov.scot

cc: Local Authority, , Dumfries & Galloway Council



, Dumfries & Galloway Council



Care Home Tactical Team, Dumfries & Galloway Health and Social Care Partnership



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