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Thomas Dailey trading as Kennedy Care
Group
27 Keptie Road
Arbroath
Angus
DD11 3ED

22 February 2022
2022383200
CS2006115975

Dear Sir

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 Riverview Lodge Care Home, 111 Tay Street, Newport-on-Tay, Fife, DD6 8AR 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 **7 March 2022**, you must ensure that service users experience a safe, clean, and well-maintained environment. In particular, the service must be staffed, resourced, and led in a manner that will ensure.

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- a) all areas and equipment used within the home are free from contamination and are cleaned or disinfected effectively. In particular, dining rooms, bedrooms and en-suite facilities (including bed fittings and flooring) must be cleaned to a standard that demonstrates good infection prevention and control; and
- b) systems, including effective cleaning schedules, are implemented with regular quality assurance checks to ensure that the environment is consistently safe, clean and well maintained.

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

2. By **12 April 2022**, you must protect the health, welfare and safety of those who use the service. In particular, you must ensure that all personal plans have up to date reviews, risk assessments and care plans which:

- a) accurately reflect the assessed current health and care needs of the service user, with priority being given to nutrition, falls management, stress and distress and medicine management,
- b) include person-centred information outlining needs, abilities and support required to meet those needs,
- c) accurately reflect risks that have been identified, the assessment of these and steps to be taken to reduce and/or mitigate the risks, and
- d) are fully implemented at all times.

This is in order to comply with Regulations 3, 4(1)(a), 5(1), 5(2)(a), 5(2)(b) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

3. By **24 April 2022**, you must ensure that service users experience a service with well trained staff. In particular, you must ensure that all staff receive: nutritional care, falls management, infection prevention and control, medication and stress and distress training relevant to the work that they carry out in order to keep service users safe. This must include, but is not limited to:

- a) regular quality assurance checks to demonstrate how the training received is being implemented in practice throughout the care service,
- b) regular monitoring of staff practice to provide assurance that staff practice is consistent with current good practice guidance, and

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c) all housekeeping staff having the relevant knowledge and understanding to put into practice the correct use and care of cleaning equipment.

This is in order to comply with Regulations 9(2)(b) and 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

4. By **21 March 2022**, you must ensure service users' health, safety and well-being needs are met by ensuring that quality assurance for the service is responsive and is carried out effectively to show good governance and leadership that contributes to high quality care. This must include, but is not limited to:

- a) shift leaders and/or the person in charge of the home must be clear about their responsibilities for the daily monitoring and oversight of the home,
- b) audits for monitoring and checking the quality of service must be in place which are accurate, kept up-to-date and ensure that analysis and follow-up leads to any necessary action to achieve improvements or change without unnecessary delay,
- c) the findings of audits must be made available within the improvement plan and provide evidence that action taken has improved people's health and well-being.

This is in order to comply with Regulations 3 and 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.

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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



Amanda Welch

Team Manager

Sending office: Paisley

Direct:



Email:



cc: Fife HSCP: Chief Executive, Fife Council



Operations Manager, Kennedy Care Group



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