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Advinia Care Home Limited
 Gateway House (1st Floor)
 324 Regents Park Road
 London
 N3 2LN

30 June 2021
 2021383163
 CS2017361020

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 Rutherglen Care Home, 10 Rodger Drive, Rutherglen, Glasgow, G73 3QZ 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.

Improvement

1. By 1 August 2021 you must ensure that service users experience a service which is well led and managed and which results in better outcomes for service users through a culture of continuous improvement, robust and transparent quality assurance processes. This must include but is not limited to:

- (a) Effective audit and analysis of information
- (b) Specific, measurable, achievable, realistic and time-framed action planning to address areas of improvement
- (c) Review of action to be undertaken and ensuring staff are accountable for and carry out required remedial actions

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

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
 We have offices across Scotland. You can find details at careinspectorate.com

2. By 1 August 2021, you must ensure service users are protected from harm. This must include but is not limited to putting in place and implementing a system for the robust oversight of any accidents/incidents occurring and taking appropriate actions following any accidents/incidents to reduce risk, including appropriate staff deployment and timeous referral to external bodies such as the Care Inspectorate and Local Authority.

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) and Regulations 21(2)(a-d) of The Regulations of Care (Requirements as to Care Services)(Scotland) Regulations 2002 (SSI 2002/114).

3. By 1 August 2021, you must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users, ensure that at all times, suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare, and safety of 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) Regulation 2011 (SSI2011/210).

4. By 1 August 2021 you must ensure service users' health, safety and social care needs are being appropriately documented, assessed, met, and effectively communicated between all relevant staff. This means putting the person at the centre, identifying what is important in their life, ensuring that everyone is working together to achieve the same purpose of maximising their independence and quality of life. This must include but is not limited to:

- (a) Making needs assessments with reference to the choices and preferences of service users,
- (b) Ensuring risks to service users are identified and managed as part of the care planning process and that service users are supported to take positive, life enhancing risks,
- (c) Measuring the effectiveness of all required interventions through evaluation and review processes, and
- (d) Ensuring that staff are appropriately trained, competent, and skilled and have their competencies assessed regularly.

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

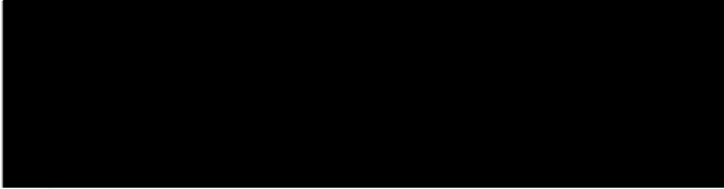
Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

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.

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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



Gareth Hammond
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cc: [REDACTED] NHS Lan

[REDACTED]
[REDACTED] SLC HSCP

[REDACTED] NHS Lan