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Radical Services Limited  
2 The Calls  
Leeds  
LS2 7JU

6 July 2023  
2023383282  
CS2021000117

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 South Lodge, Walkerton Drive, Leslie, Glenrothes, KY6 3BT 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 24 July 2023** you must protect the safety of the young people receiving care. In particular, you must:
  - a. Ensure that comprehensive admission processes and ongoing assessments are in place and are being used to determine the capability of the service to meet the needs of the young people coming into the service and those placed in the service.
  - b. Ensure safeguarding measures, including regularly reviewed risk assessments, are in place and are being used to reduce all identified risks and this is done in collaboration with other relevant agencies.
  - c. Review the whistleblowing policy with staff so all understand and will act on their responsibilities, ensuring you adopt an effective and timely response to all concerns raised by them with you.
  - d. Ensure that concerns regarding staff conduct are investigated in an open and transparent manner with appropriate agencies being formally alerted where required.

**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)

**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)**

2. **By 7 August 2023** you must ensure that all staff have undertaken relevant training, including training that is specific to, and meets, the needs of young people at South Lodge. In particular you must:

- a. Refresh child protection training to ensure the service is effectively recognising, responding to and reporting child protection concerns
- b. Ensure the safe management of medication within the service, including effective oversight systems
- c. Undertake a staff training needs analysis for all staff working in the service and ensure they undertake the identified training
- d. Create and regularly review and amend the service training plan taking account of the changing needs of young people in the service.

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

3. **By 24 July 2023** you must ensure quality care, support and protection through the effective management of incidents. In particular you must:

- a. Implement an incident notification and recording process which ensures that key professionals are informed in a timely manner, where appropriate.
- b. Ensure that the response to, and analysis of, incidents results in actions which minimise risks to young people's and staff wellbeing
- c. Ensure that [REDACTED] has the skills, support, knowledge and experience to effectively manage risks to young people's wellbeing; alongside essential oversight by external management.
- d. Notify the Care Inspectorate of incidents in the service in accordance with the Care Inspectorate's guidance entitled "Records that all registered children and young people's care services must keep and guidance on notification reporting" document.

**This is in order to comply with Regulation 4(1)(a) and Regulation 7(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 53(6) of the Act.**

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4. **By 7 August 2023** you must ensure that there are suitably qualified and competent staff working in the care service, to meet the safety and wellbeing needs of young people. In particular you must:

- a. Implement a comprehensive system for assessing staffing levels, consistency and skill mix at all times, matched to the needs of young people using the service.

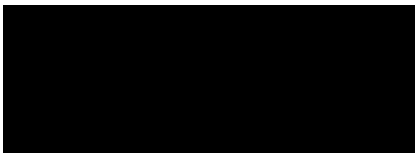
**This is in order to comply with Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

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



Andrew Sloan  
Team Manager

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Email: [Andrew.sloan@careinspectorate.gov.scot](mailto:Andrew.sloan@careinspectorate.gov.scot)

cc: Local Authority – [REDACTED] – Fife Council  
[REDACTED] [@fife.gov.uk](mailto:[REDACTED]@fife.gov.uk)

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