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St. Marys Kenmure
c/o McSparran McCormick
Waterloo Chambers
19 Waterloo Street
Glasgow
G2 6AH

4 October 2024
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CS2011299188

Dear St. Marys Kenmure

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 St. Marys Kenmure, St. Mary's Road, Bishopbriggs, Glasgow, G64 2EH, is not operating in accordance with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). 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 **16 November 2024**, you must ensure that the environment provides maximum security and safe care to young people and staff. To do this you must at a minimum ensure that:

- a) All doors are securely locked at all times and cannot be breached.
- b) The windows in the service are appropriately secure and cannot be breached.
- c) Items which have the potential to cause harm to young people and others are not accessible.
- d) The crisis activation and response systems are fully responsive at all times and in all areas of the service.

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

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

2. By **18 October 2024**, you must ensure there is an appropriate number of staff on shift, ensuring the right balance of qualification and experience. This is to support the health, safety and welfare of the young people. To do this you must at a minimum ensure that:

- a) A staffing needs assessment is implemented which reflects the needs of the young people and the staff numbers required to provide this care.
- b) The staffing needs assessment takes into account the improvements to environmental security that are required to keep young people safe.
- c) There is a sufficient number of staff to meet the needs of the young people using the service at all times.
- d) There is balance of qualified and experienced staff available to support the young people.
- e) If agency staff are utilised, a sufficient assessment of competency is undertaken to ensure that they can undertake the role.
- f) All staff who require to be registered with the SSSC (Scottish Social Services Council) are registered within the required timescales and there is robust governance in place to monitor this.

This is on order to comply with section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

3. By **31 October 2024**, you must ensure that effective safeguarding procedures relating to child and adult protection are in place and being followed. To do this you must at a minimum ensure that:

- a) All safeguarding, allegations of misconduct, child and adult protection concerns are reported within twenty-four hours to relevant agencies including The Care Inspectorate.
- b) Any young people sharing these concerns are listened to and supported in a trauma responsive way.
- c) That robust quality assurance processes are implemented, which include a consistent recording format, a chronology of events and outcomes.
- d) All allegations of misconduct are investigated and immediate action is taken to reduce risk.
- e) Child and adult protection training is undertaken by all staff to ensure, they have a demonstrable understanding of implementing appropriate procedures to protect young people.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 8 of the Health and Care (Staffing) (Scotland) Act 2019.

4. By **16 November 2024**, you must ensure that your admissions procedure is effective to keep young people safe and includes details of the following:

- a) The assessment which will take place prior to a referral being accepted detailing how the service will meet young people's needs and details of how reviews of the assessment will take place.
- b) The assessment which will take place to ensure that staff have the specific skills and training to meet individual needs and support identified risks if the referral is accepted.
- c) The assessment which will take place when considering referrals to identify the current risks in the service at the time, the needs within individual houses, and the impact on other young people should the referral be accepted.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 8 of the Health and Care (Staffing) (Scotland) Act 2019.

5. By **31 October 2024**, you must ensure there is effective recording, oversight and analysis of incidents including restrictive practices. In particular you must ensure that:

- a) All restrictive practices are recorded and must include the narrative in the lead up to the event, duration of restrictive practices and how young people are supported to regulate their emotions thereafter.
- b) No young people are subject to restraint, unless it is the only practicable means of securing their welfare and safety or that of others and there are exceptional circumstances.
- c) There is effective oversight of incidents and restrictive practices which include debriefs for staff and young people, alongside reflection and learning.
- d) All staff have up to date relevant training in relation to restrictive practice including the use of restraint.

This is in order to comply with Regulation 4(1)(a)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 8 of the Health and Care (Staffing) (Scotland) Act 2019.

6. By **31 October 2024**, you must protect the safety of those who use the service. To do this the provider must at a minimum ensure that:

- a) There are robust risk assessments in place detailing primary and secondary strategies to support all young people. This should be reflective of all of the risks young people present.
- b) In the event that a young person is at risk, there is an immediate response to support the young person's safety, welfare and health.
- c) Individual crisis support plans should detail any medical conditions and how this may impact on the young people.
- d) If immediate risk requires young people to be searched, the risk assessment should clearly detail how this should be conducted.

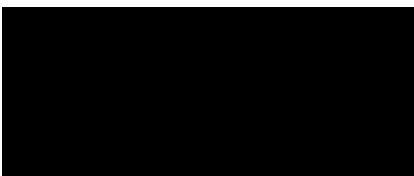
This is to comply with Regulation 4(1)(a) and (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/ 210).

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



Andy Sloan

Team Manager

Direct:

Email: andrew.sloan@careinspectorate.gov.scot

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

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CC:

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