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Bumby Healthcare Services Ltd
6 Francis Place
Edinburgh
EH17 8UW

14 April 2022
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CS2021000090

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 Walfinch Edinburgh South, 6 Francis Place, Edinburgh, EH17 8UW 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.

Improvement

1. **By 13 May 2022**, you must protect the health, welfare, and safety of those who use the service by ensuring that all personal plans and risk assessments, contain all current relevant information. These must be reviewed at least once every six months thereafter and must accurately reflect:

a) the current assessed health and care needs of the service user with clearly identified goals. Priority being given to personal care, nutrition, and minimising stress and distress, and

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b) any identified risks to the service user's health and includes an assessment of these risks and the steps that are to be taken to reduce and/or mitigate these risks, and

c) staff must also demonstrate in practice, implementation of care and support in accordance with the personal plan.

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

2. By 13 May 2022, you must protect the health, welfare, and safety of those who use the service by ensuring the safe administration of medication to service users. To do this you must at least ensure that:

a) staff who may be involved in the administration of medication have received training in the safe handling and administration of medication and can demonstrate competency in their practice,

b) medication administration systems are subject to regular quality assurance checks, and any identified deficits have an associated SMART action plan implemented.

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

3. By 13 May 2022, you must ensure that service users experience a service with skilled and competent staff. In particular, you must at least:

a) ensure all staff and managers are registered with the Scottish Social Services Council,

b) develop and share the training plan that sets out how all staff will be able to demonstrate in practice up to date knowledge and skills in the following areas:

1. person centred care
2. nutritional care
3. adult support and protection
4. stress and distress

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5. infection prevention and control (including, but not limited to, the safe disposal of used Personal Protective Equipment and importance of adhering to Covid-19 testing requirements),
6. Medication administration
7. Complaints handling.

c) implement and record regular quality assurance checks to demonstrate how training received is being implemented in practice as well as recording and sharing a SMART action plan for any deficits which are subsequently identified

d) provide staff with and engage in regular support and supervision to discuss their practice and development needs,

e) ensure provision of care is delivered in accordance with current good practice guidance.

This is in order to comply with Regulation 4 (1)(a), Regulation 9(2)(b) and Regulation 15 (b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

4. By 13 May 2022, you must ensure that the service is well led and managed. You must support better outcomes for service users through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes. To do this you must at least ensure that:

a) the service's performance is assessed through effective audit and quality assurance processes that measure safe outcomes for service users and involve service users or their representatives

b) staff in leadership roles are supported, and allocated sufficient time to implement the service's quality assurance processes

c) SMART action plans are implemented and shared to support areas of improvement identified, and

d) the review of action plans identifies to what extent they have resulted in positive outcomes for service users' health, safety, wellbeing and satisfaction and staff knowledge, skills and confidence.

This is 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).

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5. **By 13 May 2022** you must ensure that people experiencing care have their complaints fully investigated. To do this you must ensure that:

- a) all staff can demonstrate competency in practice regarding responding to concerns and complaints
- b) all complaints, investigation procedures and outcomes are recorded in detail with an associated action plan that reflects systems of measuring service user satisfaction.

This is to comply with Regulation 18(3) 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 faithfully

[Redacted signature]

Mattie Crossley
Team Manager
Sending office: Paisley
Direct: [Redacted]
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cc: [Redacted]
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