



website: www.careinspectorate.com
 telephone: 0345 600 9527
 email: enquiries@careinspectorate.gov.scot
 Twitter: @careinspect

Sent by email: [REDACTED]

H & H Care Homes Limited
 3rd Floor Westbury House
 23-25 Bridge Street
 Pinner
 HA5 3HR

28 March 2022
 2022383205
 CS2011303060

Dear Sir/Madam

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 Westerfields Care Home, 30 High Calside, Paisley, PA2 6BE, 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 6 May 2022, you must ensure people experiencing care have confidence the service received by them is well led and managed. You must support better outcomes through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes. This must include, but is not limited to:

- a) assessment of the service’s performance through effective audit,
- b) where areas for improvement are identified through audit:
 - i) putting in place and implementing action plans which set out specific, achievable, and realistic actions required to address,
 - ii) the process by which actions will be measured to ensure positive outcomes are achieved for people experiencing care, and,
 - iii) detailed timescales for completion/review;
- c) ensuring all staff are accountable for and carry out the required remedial actions set out within action plans, and
- d) reviewing the effectiveness of actions put in place to ensure these elicit positive outcomes for the health, safety, and welfare of people experiencing care.

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) Regulation 2011 (SSI2011/210).

2. By 6 May 2022, you must ensure that service users experience care in an environment that is safe and where the risk of infection is minimised. In particular you must:

- a) ensure that the internal premises, furnishings, mattresses, and equipment are clean and fit for purpose,
- b) ensure that the environment is kept clean at all times and that there is a cleaning schedule in place which is diligently followed by members of staff, and
- c) ensure that all staff working in the care home are following best practice in relation to the appropriate use of PPE (Personal Protective Equipment).

This is in order to comply with Regulation 4(1)(a), and (d), and Regulation 10 (2)(b) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 211/210)

3. By 6 May 2022, you must ensure that service users' health, safety, and well-being needs are met in a manner which promotes their dignity and affords them choice in the way in which the service is provided to them. This should include, but not be limited to, their personal care and continence support needs. In particular you must:

- a) ensure that there are enough members of staff with the skills and experience to meet the needs of service users working in the service at all times, and
- b) ensure that staffing levels are continually monitored, and where deficits exist, put in place, and implement, contingency arrangements to remedy those deficits,

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

4. By 6 May 2022, you must ensure that personal plans for all service users contain an assessment of any risks to the service user's health, welfare, and safety. You must also ensure that:

- a) staff are appropriately trained in how to recognise and respond to risks, including, but not limited to, the occurrence of falls, accidents and incidents, and the impact of these on service users,
- b) a record of all accidents, incidents, and near misses is maintained and are reported to the Care Inspectorate, and other agencies where necessary, in accordance with the care service's reporting policy and procedures, and
- c) measures are put in place to reduce risk, and the occurrence of risk, to a service user's health, welfare, and safety.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at [careinspectorate.com](https://www.careinspectorate.com)

This is in order to comply with 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).

5. By 6 May 2022, you must ensure that the care service is delivered by staff who have been safely recruited. In particular you must:

- a) demonstrate that your safer recruitment policy and procedure follows the Scottish Social Service Council's "Safer Recruitment through Better Recruitment guidance", and
- b) ensure that, where your safer recruitment policy and procedure has not been followed when employing any person in the provision of the care service, steps have been taken to mitigate any risks that this may present to service users.

This is to comply with Regulation 4(1)(a) and Regulation 9 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



Gareth Hammond

Team Manager

Sending office: Paisley

Direct: 

Email: gareth.hammond@careinspectorate.gov.scot

cc: Local Authority: Renfrewshire Council



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