

Recorded delivery

Ardnahein Care Ltd
10 Glenmorag Avenue
Dunoon
Argyll and Clyde
PA23 7LG

20 February 2018
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CS2014325883

Dear Sir

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 Ardnahein Care, 10 Glenmorag Avenue, Dunoon, Argyll and Clyde, PA23 7LG 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 30 April 2018, you must demonstrate to the Care Inspectorate that:
 - (a) there is a system in place to monitor the quality of the provision of care provided to service users.
 - (b) the system ensures that where there are indications of poor care, these are recognised and action is taken promptly to address them, and
 - (c) the system is focused on improved outcomes for service users and includes the involvement of all key stakeholders including staff.

This is in order to comply with Regulation 3 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210)

2. By 30 April 2018, you must demonstrate to the Care Inspectorate that:
- (a) there is a record of the level of assistance required by each service user to allow them to move and mobilise safely, together with a record of any specialist equipment that may be required to allow them to move and mobilise safely, and
 - (b) the level of assistance that has been recorded is being implemented in practice and each service user has access to the use of any specialist equipment where necessary.

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 (SSI2011/210).

3. By 30 April 2018, you must demonstrate to the Care Inspectorate that :
- (a) members of staff employed in the provision of care are knowledgeable about and implement good practice in the prevention and management of falls, and
 - (b) there is a system in place to assess, monitor and manage the risk of falls for each service user.

This is in order to comply with Regulations 3, 4(1)(a) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

4. By 30 April 2018, you must demonstrate to the Care Inspectorate that:
- (a) members of staff employed in the provision of care are knowledgeable about and implement good practice in the prevention and management of pressure ulcers, and
 - (b) an assessment and grading of skin integrity in respect of each service user is undertaken, that the assessment is recorded, together with details of any treatment required, any treatment used and the effectiveness of any treatment used.

This is in order to comply with Regulations 4(1)(a) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

5. By 30 April 2018, you must demonstrate to the Care Inspectorate that: you are safely meeting the health and welfare needs of residents with regard to the administration of medication.
- In particular, you must:
- (a) clearly record the reason, where any regular medicine is not given as prescribed
 - (b) maintain a complete, accurate and consistent auditable record of all prescribed medicines entering the service, administered or destroyed, and leaving the service
 - (c) ensure that all staff involved in medication management have received training in the safe management and administration of medication, and
 - (d) Undertake regular assessments of staff competency and take prompt action where staff do not demonstrate safe competency levels.

This is in order to comply with Regulations 4(1)(a), 9(2)(b) and 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

6. By 30 April 2018, you must demonstrate to the Care Inspectorate that service users' personal plans set out how their health, welfare and safety needs are to be met and are being implemented in full at all times.
- In particular, you must ensure that all residents have personal plans which:
- (a) accurately reflect all their current needs
 - (b) include information about necessary care and support interventions and are developed to fully reflect the care being provided
 - (c) include information about care and support that is up to date and regularly evaluated
 - (d) contain risk assessments that are up to date
 - (e) utilise the risk assessments to inform care planning and
 - (f) reflect a person centred approach and are developed in line with the National Care and Health and Social Care Standards.

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

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



Linda Kemp

Team Manager

Direct: 

Email: linda.kemp@careinspectorate.com

cc: Local Authority: Argyll and Bute Council, Kilmory, Lochgilphead, Argyll
PA31 8RT