

Recorded delivery

Four Seasons Health Care (Scotland) Limited, a
member of The Four Seasons Health Care Group
Regional Office
Burlington Court Care Home
3 Stepps Road
Glasgow
G33 3NH

21 May 2019

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CS2003010436

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 Campsie View, Canal Street, Kirkintilloch, Glasgow, G66 1QY is not operating in accordance with requirements and 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 12 August 2019, service users must be safeguarded and protected from harm and neglect. To do this you must:
 - (i) put a system in place to monitor staff practice, over a 24 hour period, to ensure service users are protected from harm and neglect.
 - (ii) ensure all staff undertake training regarding the prevention and recognition of harm so that they understand how to escalate concerns in line with The Adult Support and Protection (Scotland) Act 2007

- (iii) ensure proper and prompt reporting of incidents to the Care Inspectorate and/or the Health and Social Care Partnership.
- (iv) put a system in place to ensure that staff implement their learning from training and take appropriate action when they do not do so.
- (v) ensure staff registered with the Nursing and Midwifery Council and the Scottish Social Services Council fully understand their responsibility, set out in Codes of Conduct, to safeguard vulnerable people.

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

2. By 12 August 2019, all treatment or intervention experienced by service users must be safe and effective and medication managed in line with good practice guidance. To do this you must:

- (i) ensure that all staff who manage medicines undertake relevant training and competency assessments regarding safe medication management
- (ii) ensure that staff who manage medicines are familiar with the relevant policies, procedures and good practice guidance relating to the administration and management of controlled drugs and put them into practice
- (iii) establish a system to ensure that staff implement their learning from training and take appropriate action when they do not do so
- (iv) ensure that staff registered with the Nursing and Midwifery Council and the Scottish Social Services Council fully understand their responsibility to adhere to the relevant Codes of Conduct and practice with regards to following the service's policies and procedures and accurate record keeping
- (v) develop and implement clear protocols for administration of 'as needed' medication to guide staff

- (vi) ensure medication prescribed for administration 'as needed' is managed safely and in line with best practice guidance.

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

3. By 12 August 2019 service users must be able to have confidence that staff supporting them are trained, competent and skilled, able to reflect on their practice and follow their professional and organisational codes. To do this you must:

- (i) review all staff providing care in respect of their knowledge, skills and competency to carry out the work they are to perform, and address any identify any identified training or development needs
- (ii) following the review carried out at (i) compile a training plan, to identify appropriate training to enable staff to competently carry out the work they are to perform. This must include the dates when training will be completed
- (iii) ensure that staff undertake training to competently carry out the work they are to perform. This must include the training identified in the training plan
- (iv) ensure that staff providing direct care or having substantial contact with people living with dementia receive training related to dementia care. This training should be equivalent to the Promoting Excellence framework for dementia learning
- (v) ensure that staff receive regular management support and are able to raise training and developmental needs with supervisors who are competent
- (vi) develop a culture of on-going learning and promote consistent practice by establishing a system to ensure that staff implement their learning from training to their practice and take appropriate action when they do not.

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

4. By 12 August 2019 all personal plans must clearly set out how individuals' health, welfare and safety needs are to be managed and met. Service users' wishes and choices must be recorded to demonstrate ways that personal outcomes are agreed and met. To do this you must:

- (i) develop personal plans in consultation with the individual and their representative to reflect a responsive, person centred approach which takes account of choices and preferences
- (ii) ensure personal plans accurately record the management of health, welfare and safety needs and how these will be managed
- (iii) put a system in place to ensure that measures identified in personal plans are being implemented in practice to meet the service users health, welfare and safety needs
- (iv) review personal plans when there is a change in the service users health, welfare and safety needs
- (v) review the effectiveness of planned care for each service user at least once in every six month period
- (vi) ensure the language used in all written records promotes dignity and respect for people using the service.

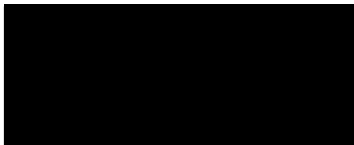
This is in order to comply with Regulations 4(1)(a), 5(1) and 5(2)(b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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 faithfully



Marie McKerry

Team Manager

Direct: 

Email: marie.mckerry@careinspectorate.gov.scot

cc: Chief Executive, East Dunbartonshire Council HQ, South Bank Marina,
12 Strathkelvin Place, Kirkintilloch, Glasgow G66 1TJ