

Recorded delivery

Thistle Healthcare Limited 28 August 2017
Thistle House
Scholars Gate CS2013320045
Whitehills
East Kilbride
Glasgow
G75 9JL

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 Greenlaw Grove Care Home, 1 North Greenlaw Way, Newton Mearns, Glasgow G77 6GZ 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 31 October 2017, you must demonstrate to the Care Inspectorate

Medication is administered as prescribed and that all medicines which are kept on the premises for the use of service users are maintained and detail any occasion when medication is administered, destroyed or leaves the premises.

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 (SSI2011/210) and Regulation 19(3)(i) of the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI2002/114).

2. By 31 October 2017 you must demonstrate to the Care Inspectorate that having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users:-

- at all times, suitably qualified and competent persons working in the service in such numbers as are appropriate for the health, welfare and safety of service users and
- you can demonstrate to the Care Inspectorate that members of staff are appropriately deployed within particular areas of the care service as is necessary to meet the health, welfare and safety needs of service users at all times in accordance with each service user's personal plan

This is in order to comply with Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210)

3. By 31 October 2017 you must demonstrate to the Care Inspectorate that all members of staff who are required to register with any person or body in order to perform the duties that they are employed to perform are so registered.

This is in order to comply with Regulation 9(2)(c) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210)

4. By 31 October 2017, you must demonstrate to the Care Inspectorate that all members of staff employed in the provision of care has received training in the following areas and that all training received has been implemented:

- Manual handling training with regular updates thereafter
- Infection control
- Medication and pain management
- Continence management
- Stress and distress
- Adult support and protection
- Effective communication

This is in order to comply with Regulation 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210)

5. By 31 October 2017 you must demonstrate to the Care Inspectorate that there is a system in place to ensure that service users with continence needs are provided with support and assistance at regular intervals to maintain their personal hygiene, health and wellbeing.

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(SSI2011/210)

6. By 31 October 2017 you must demonstrate to the Care Inspectorate that service users' personal plans record each individual's personal welfare and social needs and choices and records how these needs and choices will be met. Personal plans must record, but need not be limited to recording, a service user's needs and choices in respect of the following:-

- promoting independence
- requirements for specialist equipment
- medication requirements
- continence and toileting requirements
- level of assistance with eating and drinking
- recreational and social choices
- level of assistance with mobility
- level of assistance with and the dressing of wounds; and
- therefore enhance the daily living experiences of all service users.

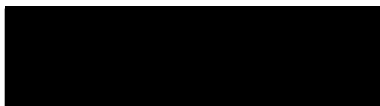
This is to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

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



Liz McPake
Team Manager for Adult Services
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