

Recorded delivery

Swanton Care and Community (Southfield
House Care Services) Limited
Southfield House
Slamannan
Falkirk
FK1 3BB

3 June 2019
CS2003055991
2019376205

Dear Sirs/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 Southfields, Southfield House Care Services Ltd, Southfield House, Slamannan, Falkirk, FK1 3BB 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 **22 July 2019** where service users’ independence and choice are restricted, this is justified, kept to a minimum and done sensitively. In particular you must ensure:-
 - (a) That no service user is subject to restraint unless this is the only practicable means of securing their welfare.
 - (b) The use of restraint is necessary to prevent harm to the individuals and was the least restrictive option available.
 - (c) The Mental Welfare Commission guidance ‘Rights, Risks and Limits to Freedom’ is adhered to; and
 - (d) Staff have the skills, knowledge and understanding to respond to individual needs and to follow the above guidance and individual care plans.

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

2. By **22 July 2019** you must ensure that any treatment or intervention service users experience is safe and effective. In particular you must:-
- (a) Ensure all incidences of behaviours of concern are reduced.
 - (b) Ensure any incidents are responded to positively and in a timely manner by staff.
 - (c) Ensure that staff are appropriately trained in how to recognise and respond to all incidences of behaviour of concern and the impact of these on service users.
 - (d) Record all incidences of behaviour of concern and report these appropriately to the Care Inspectorate and other agencies; and
 - (e) Analyse trends in incidents and identify and adopt measures to continuously improve the management of behaviours of concern to lead to a reduction in harm and distress for service users.

This is in order to comply with Regulation 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 **22 July 2019** you must ensure that all service users are safe and protected from harm and abuse. In particular you must ensure that:
- a) All Adult Support and Protection incidents are recognised, recorded, reported to the Care Inspectorate and other agencies.
 - b) You put in place and implement a system to review and analyse the incidents and use it to reduce the risk of harm for service users.

This 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 (SSI 2011/210).

4. By **22 July 2019** you must ensure that all service users experience care and support which meets their individual needs. In particular you must ensure that:
- a) All service users have been assessed and their individual needs identified. This must lead to the delivery of person centred care and support and improved outcomes for service users; and
 - b) you put in place and implement measures to ensure that service users experience individualised care and support according to their assessed needs.



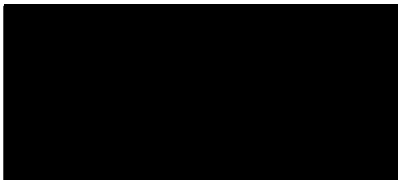
This is in order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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



Amanda Welch
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cc: Local Authority:

Chief Executive, Falkirk Council, Municipal Buildings, West Bridge Street,
Falkirk FK1 5RS