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Balhousie Care Limited
Balhousie Care Group
Earn House
Broxden Business Park
Lamberkine Drive
Perth
PH1 1RA

10 March 2022
2022383203
CS2010273694

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 Balhousie Clement Park, 4 Clement Park Place, Dundee, DD2 3JN, 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 **8 April 2022**, the provider must ensure that service users are safe from harm by administering medication safely. In particular, the provider must:
 - a) ensure that each service user is given the right support to take their medication as identified in their support plan;
 - b) ensure that medication administration records are completed accurately and immediately after medication is administered or when reasonably practicable;
 - c) ensure that monitoring arrangements are responsive to any errors in the administration or recording of a service user’s medication.
 - d) ensure that staff receive suitable training to enable them to administer medication safely; and
 - e) implement a system to audit and review the safe administration of medication.

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) and 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

- 2 By **22 April 2022**, the provider must promote the health, welfare and safety of those who use the service by ensuring that all personal plans, risk assessments and care plans have up to date reviews (at least once in every six month period), which:
- a) accurately reflects the assessed current health and care needs of the service user, with priority being given to nutrition, hydration, and weight management,
 - b) in detail, describes the needs and abilities of the service user and the support required to meet those needs,
 - c) accurately reflects any identified risks to the service user's health and includes an assessment of these risks and the steps that are to be taken to reduce and/or mitigate the risks, and
 - d) are always implemented.

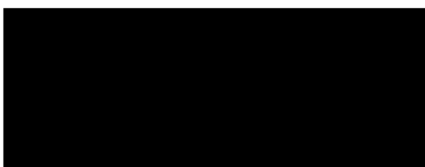
This is in order to comply with Regulation 3, Regulation 4(1)(a) and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).


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
Team Manager
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Direct: 
Email: amanda.welch@careinspectorate.gov.scot

cc:  - Dundee City Council


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