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

19 July 2023
2023383286
CS2012308787

Dear Sir/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 Balhousie St Ronan’s, 1 Dalkeith Road, Dundee, DD4 6JU 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 31 August 2023 you must ensure that service users experience care in an environment that is clean and safe, and that minimises the risk of infection. In particular you must demonstrate that:

- a) There are adequate numbers of domestic staff working on each shift to maintain a clean and safe environment.
- b) The care home environment, furnishings, and equipment are kept in a good state of repair and are safe, clean, and tidy at all times.
- c) Members of staff are familiar with, and implement, current best practice guidance on how to prevent and control infection in a care home setting.
- d) Regular quality assurance checks of the environment are undertaken in order to ensure that the cleanliness of the environment is maintained and that current best

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practice guidance on how to prevent and control infection in a care home setting is always being followed.

This is to comply with Regulation 3, Regulations 4(1)(a) and Regulation 4(1)(d) 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

[Redacted signature]

Caroline Munro

Team Manager

Direct: [Redacted]

Email: [Redacted]

cc: Chief Executive, Dundee City Council

[Redacted]

Chris Hebenton, Temporary Integrated Manager
Dundee Health & Social Care Partnership

[Redacted]