

Recorded delivery

Irvine Care Limited
Norcliffe House
Station Road
Wilmslow
Cheshire
SK9 1BU

24 January 2019
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CS2012312562

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 Banks O’ Dee Care Home, Abbotswell Road, Tullos, Aberdeen AB12 3AB 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 **11 March 2019** outcomes for service users must be improved and their health, welfare and safety needs must be appropriately and consistently met. In particular you must:-
 - (a) Identify all indications of poor care provision;
 - (b) Take prompt action to address them on both a current and ongoing basis;
 - (c) Ensure there are sufficient numbers of competent and qualified staff working in the care service at all times;
 - (d) Ensure staff work together well and communicate effectively so they are familiar with service users’ care and support needs, wishes and choices; and
 - (e) Ensure staff learn from occurrences of previous poor practice, incidents and accidents and embed this learning in their practice going forward.

This is in order to comply with regulations 3, 4(1)(a) and 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

2. In order to improve their quality of life, by **11 March 2019** service users must be encouraged and supported to maintain and develop interests and activities and also to exercise lifestyle choices.

This is 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.

3. Service users must experience an environment which is conducive to the provision of high quality care and support and is free from avoidable and intrusive odours. In particular you must:-

- (a) By **4 February 2019** review and improve the service's existing environmental improvement plan in order that it provides for the planned works to be carried out within reduced timescales and to adequate standards;
- (b) By **11 March 2019** have taken action to begin to implement the reviewed environmental improvement plan; and
- (c) By **11 March 2019** ensure the care service premises are odour free.

This is in order to comply with regulations 4(1)(a) and 10(1) and (2)(a)&(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

4. By **11 March 2019** service user's care must be planned in a way which is outcome focused, sets out how their health, welfare and safety needs will be met and reflects their wishes and choices. In particular you must:-

- (a) In consultation with the service users, their relatives and representatives, review all service users' personal plans to ensure they contain up to date and relevant information about each person's care and support needs, wishes and choices;
- (b) Ensure outcomes for service users as identified through personal planning, are fully and consistently met;
- (c) Make personal plans useable and workable documents which allow staff to understand and be familiar with people's needs and wishes quickly and easily;

- (d) Develop and implement appropriate risk assessments for each service user; and
- (e) Put in place and implement a system for the regular review of all personal plans and risk assessments.

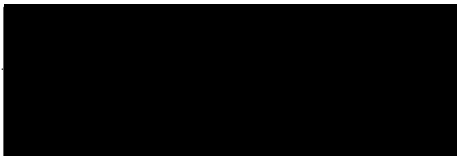
This is in order to comply with regulations 4(1)(a) and 5(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

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



Michael McKelvey

Team Manager

Direct: 

Email: michael.mckelvey@careinspectorate.gov.scot

cc: The Chief Executive, Aberdeen City Council, Ground Floor, Marischal College, Broad Street, Aberdeen AB10 1AB

The Chief Executive, Aberdeenshire Council, Woodhill House, Westburn Road, Aberdeen AB16 5GB