



website: www.careinspectorate.com
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Sent by email: [REDACTED]

HC-One Limited
Southgate House
Archer Street
Darlington
County Durham
DL3 6AH

1 July 2022
2022383225
CS2011300682

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 Chapel Level Nursing Home, 34 Broom Gardens, Kirkcaldy, KY2 6YZ 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 30 July 2022**, you must ensure that service users’ health, safety and wellbeing needs are being accurately assessed, documented, met, and are effectively communicated between all relevant staff. This means putting the service user at the centre, identifying what is important to them, and ensuring that everyone is working together to maximise their health, safety, and wellbeing. In particular you must:
 - a) Assess and record service users’ health, safety, and wellbeing needs within their care plan taking account of their choices and preferences.
 - b) Ensure that any risks to a service user’s health, safety or wellbeing are identified, managed, and clearly recorded as part of the care planning process and that they are protected from harm.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
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- c) Ensure that each service user's health and wellbeing is consistently monitored and evaluated to inform the level of care required. This should include as a minimum: - stress/distress, wound care, falls management, nutrition management.
- d) Ensure that all care records and associated documentation are easily accessible and legible for staff to read.

This is to comply with regulations 3, 4(1)(a) (Welfare of users), and 5 (Personal Plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. **By 11 September 2022**, you must ensure that service users receive care that meets their health, safety and wellbeing needs and which enables them to exercise choice in their daily life. In particular you must ensure:

- a) There are enough suitably qualified, knowledgeable and skilled staff on shift to meet service users' needs at all times
- b) The numbers and skill mix of staff employed are based on an accurate assessment of each service users' needs, including needs arising from living with other service users in a group, taking the layout of the building into account
- c) There is a sufficiency of staff on shift each day, suitably deployed to ensure service users are supported well in accordance with their agreed plan of care and that they can summon assistance and receive support in a timely manner.

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

3. **By 30 July 2022**, you must ensure that service users are protected from harm and receive care and support delivered by staff who have been safely recruited. In particular you must:

- a) Demonstrate that you have followed all best safer recruitment guidance.
- b) Ensure that where safer recruitment practice guidance has not been followed, this has been addressed.

This is to comply with Regulation 9(1) (Fitness of employees) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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4. **By 11 September 2022**, you must ensure that staff have the knowledge, skills and understanding to meet the assessed needs of service users. In particular you must:

- a) Have in place and implement appropriate action plans to support staff training and development.
- b) Ensure that all staff (including agency staff) have met identified mandatory training requirements.
- c) Ensure that staff have regular and planned supervision and appraisal meetings to support their practice.
- d) Develop and implement processes to monitor and evaluate staffs' ability to put learning into practice.

This is to comply with Regulation 4(1)(a) (welfare of users) and 15(b)(i) (Staffing) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/220).

5. **By 11 September 2022**, you must ensure that service users experience a service which is well led and managed and which results in better outcomes for service users through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes. In particular you must:

- a) Ensure appropriate and effective leadership of the service
- b) Ensure assessment of the service's performance through effective audit;
- c) Where audits identify areas for improvement these should be detailed in action plans which must be developed and acted upon. Action plans should specify the actions to be taken, time-scales, who is responsible and the expected outcome.
- d) Ensure all staff are accountable for and carry out the required remedial actions set out within action plans; and
- e) Review the effectiveness of actions put in place to ensure these elicit positive outcomes for the health, safety, and welfare of people experiencing care.

This is to comply with Regulations 3 and 4(1)(a) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 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.

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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



Shona Shelton
Team Manager
Direct: [REDACTED]
Email: shona.shelton@careinspectorate.gov.scot

cc: Local Authority – Fife Council
Chief Executive - [REDACTED]