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By email: [REDACTED]

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

19 January 2021
2020382405
CS2011302958

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 Forth View Care Centre, 6 Sea Road, Methil, Leven, KY8 3DE is not operating in accordance with 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 26 February 2021, you must, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of service users, ensure that at all times, suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users.

This is in order to comply with Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY

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2. By 26 February 2021, you must ensure that all service users are adequately hydrated and are appropriately fed and nourished at all times.

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)

3. By 26 February 2021, to ensure that service users' assessed care and support needs are met you must you have effective governance at both provider and service level to monitor and manage the quality of care and effectively identify and drive improvements in the service.

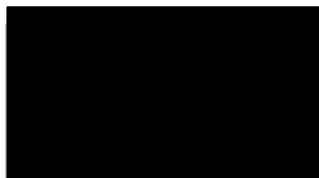
This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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



Saartje Drijver

Team Manager

Sending office: Paisley

Direct: [REDACTED]

Email: saartje.drijver@careinspectorate.gov.scot

cc: [REDACTED] Chief Executive Officer, Fife Council,
[REDACTED]

[REDACTED] Director, HSCP,
[REDACTED]

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