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Balhousesie Care Limited
Balhousesie Care Group
Earn House
Broxden Business Park
Perth
PH1 1RA

28 May 2021
2021383157
CS2011302958

Dear 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 Forth View Care Centre, 6 Sea Road, Methil, Leven, KY8 3DE 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 7 June 2021, you must ensure that service users experience a safe, clean, and well-maintained environment. In particular, the service must be staffed, resourced, and led in a manner that will ensure that:
 - (a) The premises, furnishings and equipment are clean, tidy, and well maintained,
 - (b) Effective arrangements are in place to prevent and control the spread of infection, and
 - (c) Processes are in place to ensure that the environment is consistently safe and well maintained; and any concerns are promptly identified, with effective action taken to make the necessary improvements.

This is in order to comply with regulations 4(1)(a) and (d) 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
We have offices across Scotland. You can find details at careinspectorate.com

2. By 28 June 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 regulations 4(1)(a) and 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210

3. By 28 June, you must ensure service users' health, safety and social care needs are being appropriately documented, assessed, met, and effectively communicated between all relevant staff. This means putting the person at the centre, identifying what is important in their life, ensuring that everyone is working together to achieve the same purpose of maximizing their independence and quality of life. This must include but is not limited to: -

- (a) Making needs assessments with reference to the choices and preferences of service users,
- (b) Ensuring risks to service users are identified and managed as part of the care planning process and that service users are supported to take positive, life enhancing risks,
- (c) Measuring the effectiveness of all required interventions through evaluation and review processes, and
- (d) Ensuring that staff are appropriately trained, competent, and skilled and have their competencies assessed regularly.

This is in order to comply with regulations 3, 4(1)(a), 9(2)(b) and 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210

4. By 28 June 2021, 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. This must include but is not limited to: -

- (a) Ensuring appropriate and effective leadership of the service,
- (b) Ensuring that service users' assessed care and support needs are monitored, managed, and met, and
- (c) Implementing effective action planning to address areas of required improvement to include appropriate timescales for completion and review of action to be undertaken, and ensuring staff are accountable for and carry out required remedial actions.

This is in order to comply with regulations 4(1)(a) and 15(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



Shona Adam

Team Manager

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cc:  Fife Council

