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Sent by email: [REDACTED]

Braehill Limited
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28 October 2025
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Dear Braehill Limited

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 Braehill Lodge, 2 Balmachie Road, Carnoustie, DD7 7SR, 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(s)

1. By **24 November 2025**, you must ensure that people experience responsive care and support in a manner which maintains the dignity, health and wellbeing of people. In particular, you must ensure:
 - a. People receive personal care, oral care, nail care in accordance with their needs, wishes, and preferences.
 - b. Staff understand people's needs and carry out care accordingly and ensure that care is carried out in accordance with infection prevention and control procedures.

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- c. People's health care recording charts and assessments are completed accurately, and these are reviewed at appropriate intervals, this should include people's weights, nutrition, hydration, falls, skin integrity, stress and distress, and continence care to support ongoing evaluation and assessment of people's current and changing needs. Where concerns or changes have been noted in a person's condition or needs to ensure actions are taken to provide responsive care, this includes following advice and guidance from health care professionals.
- d. Ensure that people receive their medication as prescribed and that there are appropriate assessments, guidance and instruction in place to manage people's medication appropriately.
- e. Ensure people have an up-to-date Personal Emergency Evacuation Plan in place which is communicated and accessible to all staff on duty.

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

2. By **24 November 2025**, you must ensure that people experience safe and compassionate care and treatment that meets their health, safety and wellbeing needs and preferences. In particular you must ensure that:

- a. There are enough staff on every shift to ensure that people's basic health, safety, and wellbeing needs are met, and that staff are visible and accessible to provide meaningful engagement and respond timeously to people's needs.
- b. Effective reviews of staffing levels are regularly undertaken to take account of: the layout of the building; direct care hours required to meet the needs of each person; the appropriate mix of staff skills required to meet the needs of people using the service; and that staff hours are adjusted to meet people's changing needs as people's dependency levels change.
- c. Staff are deployed appropriately to ensure that service users receive assistance with their care needs at times that meet their needs and preferences and that there are staff available in communal areas to ensure people's safety and dignity.

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- d. Ensure the wellbeing of staff by ensuring appropriate arrangements are in place to support staff members and to protect the health, wellbeing and safety of people and enable staff to provide safe and high-quality care.

This is 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) and section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

3. **By 24 November 2025**, you must ensure that people experience a service which is well led and managed, and which results in better outcomes for them through a culture of continuous improvement underpinned by transparent quality assurance processes.

In particular you must:

- a. Ensure that managers and leaders have effective oversight of people's health and wellbeing needs by continually evaluating their experiences.
- b. Ensure quality assurance processes are carried out regularly and where areas for improvement have been identified, clear action plans are developed which are signed off as completed once achieved.
- c. Investigate all accident, incidents and adverse events to identify actions to be taken to mitigate reoccurrence; ensure appropriate notifications are submitted to relevant statutory bodies; ensure any Adult Support and Protection incidents are recognised and reported timeously to the Care Inspectorate and the Health and Social Care Partnership, with actions taken to mitigate identified risks.
- d. Ensure all staff respond to any concerns or complaints raised to ensure people's safety and wellbeing.

This is to comply with Regulations 4(1)(a) Regulation 18 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.

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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 sincerely

[Redacted signature block]

Emma Virasami
Team Manager

Direct: [Redacted]

Email: emma.virasami@careinspectorate.gov.scot

cc: Local Authority – [Redacted] – Angus Council

[Redacted]
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