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Stewart House  
Pochard Way  
Strathclyde Business Park  
Bellshill  
ML4 3HB

07 October 2025  
2025383382  
CS2019375425

Dear Simply Inverness Ltd

**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 Castlehill Care Home, Caulfield Road North, Cradlehall, Inverness, IV2 5JU is not operating in accordance with requirements of Regulations made under the Act and other prescribed requirements. The Care Inspectorate hereby gives you notice that unless there is a significant improvement in the 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 20 October 2025**, you must ensure that people's health, safety, and wellbeing needs are being accurately assessed, documented, and met.

To do this, you must as a minimum:

- a) assess and record people's health, safety, and wellbeing needs within their care plan, taking account of their choices and preferences;
- b) demonstrate that any risks to a people's health, safety, or wellbeing are identified, managed, and clearly recorded as part of the care planning process;

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- c) demonstrate that each person's health and wellbeing needs are consistently monitored and evaluated to inform the level of care that they require; and
- d) implement a system whereby continence care, skin care, and pain management are regularly undertaken and monitored, and the results are accurately recorded. Where risk is identified, action must be taken promptly to address this, and a record must be maintained detailing the action taken.

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

**2. By 31 October 2025**, you must ensure that there is knowledgeable, skilled and compassionate leadership at all levels in your organisation to meet people's health, welfare and safety needs. To do this, you must, at a minimum:

- a) Undertake (and be able to demonstrate) an assessment of the knowledge, skills and experience of all staff in leadership roles.
- b) Take action to ensure that leaders:
  - i. have the necessary knowledge and skills required for their roles,
  - ii. direct staff to deliver safe and compassionate care,
  - iii. transparently communicate and work with other professionals to support safe care and good outcomes for people.
- c) Put in place and implement robust systems with clear lines of responsibility and professional accountability. This must include health and care governance and arrangements to intervene and provide direction, guidance and support for staff when there are indications that people's needs and outcomes are not being met.

**This is in order to comply with Regulations 4(1)(a) and 7(2)(c) and 9 (2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), and section 8(1)(a) of the Health and Care (Staffing)(Scotland) Act 2019**

**3. By 31 October 2025**, you must ensure that people are supported at all times by sufficient numbers of suitably skilled and compassionate staff to meet their health, safety and wellbeing needs. In particular, you must ensure that:

- a) Staffing levels and skill mix are informed by an effective process for assessing each person's care and support needs and how many staff hours are needed to meet their needs, including when there is a significant change in those needs.

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b) There are enough suitably qualified, knowledgeable and skilled staff, who are familiar with and able to meet people's care needs and preferences, on shift at all times.

c) That staff have the right knowledge, competence, skills and compassion to safely care for and support people within the service.

**This is in order to comply with Regulations 4(1)(a) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), and sections 7 and 8 of the Health and Care (Staffing)(Scotland) Act 2019**

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 sincerely

**Debbie MacKinnon**

Team Manager

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cc:

Lead Agency – [REDACTED] - NHS Highland  
[REDACTED]

Local Authority – [REDACTED] – Highland Council  
[REDACTED]

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