



website: [www.careinspectorate.com](http://www.careinspectorate.com)  
telephone: 0345 600 9527  
email: [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot)  
Twitter: @careinspect

Sent by email: [REDACTED]

Karma Healthcare Limited  
1 Moorfield Lane  
Gourock  
PA19 1LN

27 January 2026  
2026383391  
CS2007166441

Dear Karma Healthcare 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 Karma Healthcare Ltd, 1 Moorfield Lane, Gourock, PA19 1LN, a support service, is not operating in accordance with the requirements of Regulations made under the Act or other prescribed requirements. 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 8 February 2026**, you must ensure that people using the service receive their daily medication as prescribed, the right medications and at the right time. To do this, you must, at a minimum:
  - a) Make sure prescribed medication, including medication prescribed to be taken as needed, is listed within the care tasks for each person requiring medication support.
  - b) Introduce and carry out weekly medication omission/error reviews, recording causes, actions, and outcomes. Learning from these reviews should be shared with staff.
  - c) Ensure staff understand the level of support people require with their medication, and what action should be taken when medication issues or concerns arise.

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

We have offices across Scotland. You can find details at [careinspectorate.com](http://careinspectorate.com)

**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).**

2. **By 20 February 2026**, you must ensure that the appropriate number of staff are working in the service to meet the assessed needs of people using the service and promote continuity of care. To do this, you must at a minimum:
  - a) Demonstrate that people using the service are receiving the full allocated care hours to meet their assessed care needs. Schedules should be adapted as needed to maintain safe care delivery.
  - b) Ensure staffing arrangements meet people's assessed needs, including where more than one staff member is required for the delivery of safe care.
  - c) Implement a system to identify and act where visits may be or are late, missed, or shortened.

**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(1) of the Health and Care (Staffing) (Scotland) Act 2019.**

3. **By 20 February 2026**, you must implement effective quality assurance systems, identify potential risks to people using the service and ensure timely action is taken to improve outcomes for people using the service. To do this, you must, at a minimum:
  - a) Implement a robust, regular audit cycle that includes, but is not limited to; medication audits, scheduling and staffing audits, care plan audits, staff training compliance, and SSSC registration checks.
  - b) Audit findings should be documented, with improvement actions identified, responsibilities assigned and evidence of follow-up on these actions to ensure these have been carried out.
  - c) Where any concerns arise ensure, timely action is taken to address the issues raised by the concern.

**This is to comply with Regulation 3 and 4 (1)(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  
We have offices across Scotland. You can find details at [careinspectorate.com](https://www.careinspectorate.com)

4. **By 8 February 2026**, you must ensure that effective leadership and management arrangements are in place to support the safe and consistent operation of the service, which minimises potential risks to people using the service.

**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).**

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

[Redacted signature]

**Shona Shelton**

Team Manager

Direct: [Redacted]

Email: [shona.shelton@careinspectorate.gov.scot](mailto:shona.shelton@careinspectorate.gov.scot)

cc: Local Authority – [Redacted] Inverclyde Council

cc.

[Redacted list of recipients]