

Recorded delivery

Tamaris (Scotland) Limited, a Member of the  
Four Seasons Health Care Group  
Regional Office  
Burlington Court Care Home  
3 Steps Road  
Glasgow  
G33 3NH

29 October 2019  
2019377945  
CS2003010649

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 Livingston Nursing Home, Bankton Gardens, Murieston Village, Livingston, EH54 9DZ 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 1 December 2019, residents must experience positive outcomes and receive care and support that meet their needs and is right for them. In particular, you must:
  - (a) put in place consistent, good quality and effective management and leadership to guide and direct staff working across the service and improve the quality of care being delivered,
  - (b) ensure that all aspects of care delivery are done with compassion, dignity and respect.

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).

**2.** By 1 December 2019, residents must receive high quality care and support which meet their health, well-being and safety needs. In particular, you must ensure that, having regard to the size and nature of the care service, the statement of aims and objectives and the number and needs of residents, there are, at all times, suitably qualified and competent persons working in and appropriately deployed across the care service in such numbers for the health, welfare and safety of residents .

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).

**3.** By 1 December 2019, residents must consistently receive care and support to ensure that their personal hygiene needs are met. This must include assistance to bathe and/or shower regularly, taking account of the resident's need and wishes. This must also include assistance with a resident's oral care, ensuring that their teeth are brushed twice daily and that their needs and wishes are taken into account.

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

**4.** By 1 December 2019, residents must consistently receive enough care and support to prevent skin damage and to minimise the risk of development of pressure ulcers. In particular:

(a) where there is skin damage, care must be delivered to assist in wound healing; and

(b) where residents are deemed to be at risk of developing pressure ulcers, care plans must set out guidance for care staff on the care that is to be delivered to prevent a pressure ulcer from developing.

This is in order to comply with Regulation 4(1)(a) and Regulation 3 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

**5.** By 1 December 2019, residents must consistently receive enough care and support to meet their food and fluid intake needs as recorded in their care plan to minimise the risk of weight loss and malnutrition. In particular:

- (a) where weight loss has been identified, care staff must be clear in the action that they must take; and
- (b) where appropriate, arrangements must be made for the provision of adequate services from any health care professional.

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

**6.** By 1 December 2019, medication for residents must be managed in accordance with the Royal Pharmaceutical Society 'The safe and secure Handling of medicines'. In particular:

- (a) medication, when administered, must respect the privacy and dignity of the resident to whom the medication is administered;
- (b) receipt and return of prescribed medicine must be recorded and stored safely;
- (c) where prescribed medications are not administered routinely but are needed 'as required' protocols must be in place
- (d) you must demonstrate that where medication is administered covertly, this is done in line with a clear covert medication care pathway for the resident concerned and that consultation has taken place with all relevant health care professionals;
- (e) where there are omissions in administration of any medication, the reason for the omission must be recorded;
- (f) where medications are prescribed for topical use, including creams and emollients for skin care, these must be made available to residents who require them and guidance must be given to care staff on their application. Each time medication prescribed for topical use is applied, this must be recorded; and
- (g) prescribed medications for other aspects of care, including wound care, must be available in the care service at all times so that appropriate treatment can be given when required.

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).

7. By 1 December 2019, residents must experience positive outcomes and receive care and support that meets their needs and is right for them. In particular, you must ensure that where any resident has an accident or is involved in an incident, this is recorded and notified to the appropriate authorities, including the Care Inspectorate in accordance with the Care Inspectorate's "Records that all care services (except childminding) must keep and guidance on notification reporting" document.

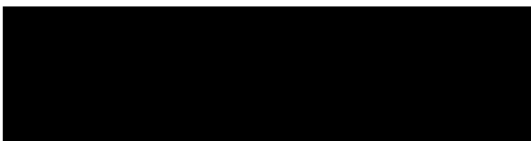
This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Regulation 19(3)(d) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114).

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

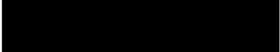


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