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Hamberley Care 1 Limited
1 Vine Street
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19 June 2023
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CS2018372062

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 Newton House, 1 North Greenlaw Way, Newton Mearns, Glasgow, G77 6GZ 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.

Improvements

1. **By 14 August 2023**, you must ensure that staff administer prescribed medication safely. You must follow the service’s medication policy and procedures to keep people safe from harm.

To do this, you must, at a minimum:

- a) Ensure medication is ordered within required timescales and there are always appropriate medication stocks within the care home.
- b) Ensure medication is checked in to the care home in an orderly manner and stored in appropriate locations.
- c) Ensure medication is administered and recorded in line with the service’s medication policy and procedures.

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d) Ensure there is effective quality assurance of medication practice including audits, observations of staff, and the preparation and implementation of associated action plans to improve standards.

This is to comply with Regulations 3, 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).

2. By 14 August 2023, you must ensure that service users experience safe and compassionate care and treatment that meets their health, safety and wellbeing needs and preferences. This includes but is not limited to support with the safe administration of medication, moving and assisting, assistance with eating and drinking and positional changes when required.

To do this, you must, at a minimum:

- a) Ensure every person using the service has an accurate and up to date personal plan, including risk assessments, that details how to meet their needs and keep them safe from harm.
- b) Ensure staff implement people's care plans.
- c) Ensure any significant change in a person's condition results in a review of their health and wellbeing and any necessary changes are made to the person's care plan to ensure their care continues to meet their needs.
- d) Ensure people are promptly referred to external agencies when needed, and advice from these health professionals is clearly recorded and implemented.

This is to comply with Regulations 3, 4(1)(a), 4(2), 5(1), 5(2)(a) and 5(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

3. By 14 August 2023, you must protect the health, welfare, and safety of those who use the service. In particular, you must ensure that people using the service are supported by an informed, competent, and well-led workforce.

To do this, you must, at a minimum:

- a) Ensure staff are recruited safely in line with good practice guidance and receive a thorough induction into their role.

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- b) Ensure staff receive training relevant to their roles to develop their skills and competence, including but not limited to safe management of medication, moving, and assisting, and care planning.
- c) Ensure staff have ongoing supervision, team meetings, and observations of practice to enhance their competence and understanding of people's needs.
- d) Ensure staff understand their responsibilities and the service's procedures to promote improved standards of practice in the care home.

This is to comply with Regulations 3, 4(1)(a), 7(2)(c), 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 14 August 2023, you must protect the health, welfare, and safety of those who use the service. In particular, you must improve the service's approach to falls reduction and management.

To do this, you must, at a minimum:

- a) Record and audit all accidents and incidents, including falls, in the care home.
- b) Complete an analysis of all falls audits to identify potential causes of falls and implement measures to reduce recurrence of falls.
- c) Notify partner agencies, including the Care Inspectorate and relevant health and social care partnerships, of falls that result in injury or harm to people in line with guidance.

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).

5. By 14 August 2023, you must ensure that people experience a service which is well managed and led.

To do this, you must, at a minimum:

- a) Ensure that there are suitably qualified, skilled and competent leaders on every shift and that they provide staff with clear direction and support so that people experience care that meet their needs and preferences.

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- b) Put in place a robust quality assurance system to ensure that the quality of people's care is subject to ongoing assessment and areas of improvement are identified.
- c) Ensure that where areas for improvement are identified, appropriate action plans are put in place, together with a system to ensure that the action plan is implemented.
- d) Ensure that actions taken are being regularly monitored to ensure they are being sustained and result in improved outcomes for people using the service.

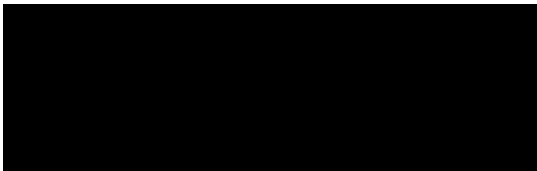
This is to comply with regulations 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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



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Team Manager
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