



website: www.careinspectorate.com
telephone: 0345 600 9527
email: enquiries@careinspectorate.gov.scot
Twitter: @careinspect

By email: [REDACTED]

Balhousie Care Limited
Balhousie Care Group
Earn House
Broxden Business Park
Lamberkine Drive
Perth
PH1 1RA

24 June 2021
2021383162
CS2003009765

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 North Inch House, 99 Hay Street, Perth, PH1 5HS 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 20 August 2021, you must keep people safe from harm by administering medication safely. In particular, but not exclusively:
 - a) You must create a complete, accurate, and consistent auditable record of all prescribed medication entering, administered or destroyed, and leaving the service. (The audit trail and stock control must be enhanced by recording on the MAR the amount of medication carried forward to the start of each new cycle).
 - b) Where a regular medicine is not given as prescribed a reason for this must be clearly annotated on the MAR chart.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at careinspectorate.com

- c) Staff must follow policy and best practice about medication administration records and documentation
- d) Staff must receive formal training appropriate to the work they perform
- e) Managers must regularly audit medication records.

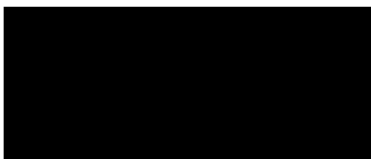
This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, SSI 2011/210 Regulation 4 (1)(a) – a requirement to make proper provision for the health, welfare and safety of service users and The Regulation of Care (Requirements as to Care Services) (Scotland) regulations 2002, SSI 2002/114 Regulation 19 (3)(j) – a requirement to keep a record of medicines on the premises.

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



Amanda Welch
Team Manager
Sending office: Paisley
Direct: 01383 841111
Email: amanda.welch@careinspectorate.gov.scot

cc: Local Authority: Perth and Kinross Council

