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HC-One Limited  
Southgate House  
Archer Street  
Darlington  
County Durham  
DL3 6AH

23 December 2022  
2022383254  
CS2011300850

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 Redmill Nursing Home, Lady Court, East Whitburn, Bathgate, EH47 0PN 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 17 February 2023**, you must ensure that there are, at all times, adequate numbers of skilled and competent staff on each shift, and in each unit of the care home, to meet service users’ health, safety, and wellbeing needs. In order to achieve this you must:
  - a) ensure that staff are effectively led, deployed and supervised to ensure people’s needs are met.
  - b) ensure staff have the correct knowledge and skills to support people safely.
  - c) ensure there is sufficient numbers and skill mix of staff to support people’s needs safely.

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

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d) ensure that the management team have effective oversight of people's support and are able to direct staff to respond to changes in service users' needs.

**This is in order to comply with regulations 4(1)(a), 9(1), 15 and 17(1)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)**

2. **By 20 January 2023**, you must implement a system to ensure that the skin care needs of people are regularly assessed and adequately met. To achieve this you must:

- a) ensure that the assessment and monitoring of people's skin and wounds is appropriate and up to date.
- b) people's care plans contain detailed, accurate and clear information about how people are to be supported with pressure relief and wound care.
- c) wound assessments are completed appropriately and within identified timescales.
- d) records are kept which demonstrate how wound care has been carried out..

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

3. **By 20 January 2023**, you must ensure that service users are provided with meals, snacks, drinks, and support to eat and drink in accordance with their nutrition and hydration needs and preferences. In order to achieve this you must demonstrate that:

- a) Service users' care plans record their nutrition and hydration needs and preferences, and identify when people are at risk of weight loss and/or dehydration.
- b) Catering staff are familiar with each service user's nutrition and hydration needs and that they have the knowledge and skills to provide meals, snack and drinks which meet those needs.
- c) Nursing and care staff are familiar with, and implement, service users' nutrition and hydration needs care plans, including relevant monitoring and recording.
- d) Nursing and care staff are able to identify, and respond to any change to a service user's nutrition and hydration needs.

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

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4. **By 20 January 2023**, you must ensure that people are supported effectively with continence care. To achieve this, you must:

- a) Identify all people with continence management needs and implement an individual continence management plan which takes account of how continence is promoted and links to nutrition, skin integrity and medicines.
- b) ensure that documentation and records are accurate, sufficiently detailed and reflect the care and support that is delivered.
- c) provide training in relation to continence care to staff, to support them to be skilled and knowledgeable.
- d) ensure there is sufficient staff on duty to support people with continence care without unnecessary delay

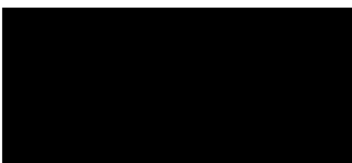
**This is in order to comply with regulation 4(1)(a) and regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

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



Daniel Stoddart  
Team Manager

Direct: [Redacted]

Email: [daniel.stoddart@careinspectorate.gov.scot](mailto:daniel.stoddart@careinspectorate.gov.scot)

cc: Local Authority – West Lothian Council



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