



website: www.careinspectorate.com
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Sent by email:



Wyvis House Care Home Ltd
 32 Brenkley Way
 Blezard Business Centre
 Seaton Burn
 Newcastle Upon Tyne
 England
 NE13 6DS

24 December 2021
 2021383195
 CS2008188661

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 Wyvis House Care Home, Station Road, Dingwall, IV15 9FF 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 31 January 2022 people receiving care must experience an environment that is clean and hygienic.

In particular you must but is not limited to:

- a. De-clutter further the environment to help facilitate effective cleaning. This must include communal bathrooms, cupboards, behind laundry equipment, and the general care home environment; to include staff offices and break rooms.
- b. Implement enhanced cleaning schedules which are carried out throughout the day and into the night; ensuring that they set out who is responsible; frequency of cleaning; and method of cleaning.

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

- c. Improve cleaning schedule recordings; ensuring that they demonstrate compliance with all current national guidance and best practice.
- d. Replace damaged PPE station storage drawers; ensuring they are clean and free from the risk of cross contamination.
- e. Implement and fully document a robust system of quality assurance and oversight; ensuring that measures in place comply with your legal responsibilities around infection, prevention, and control.

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

- 2. By 31 January 2022 people receiving care must experience an environment with well looked after and clean furnishings and equipment.

In particular you must but is not limited to:

- a. Assess the quality and condition of mattresses and soft furnishings; identify those that require to be replaced and implement an improvement plan with appropriate replacement timescales.
- b. Implement further a robust audit process to evaluate and assess the mattresses and soft furnishings on an ongoing basis; ensuring that these are fit for purpose and necessary actions taken to replace these if needed.

This is in order to comply with Regulation 10(2)(b) and (d) 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 faithfully

[Redacted signature]

Marie Mckerry
Service Manager
Sending Office: Paisley
Direct: [Redacted]
Email: marie.mckerry@careinspectorate.gov.scot

cc: [Redacted] Highland Council
[Redacted]

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