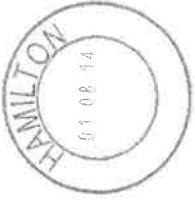


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Recorded delivery

Monteith House Ltd.  
New Monteith House Care Home  
Carstairs  
Fife



Recorded delivery

Monteith House Ltd.  
New Monteith House Care Home  
Carstairs  
Lanark  
Lanarkshire  
ML11 8QP

01 August 2014  
2014330084

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 New Monteith House Care Home, Carstairs, Lanark, South Lanarkshire is not operating in accordance with requirements or conditions imposed by or under the Act, or 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. Within 24 hours of receipt of this notice you must make proper provision to Meet the nutritional needs of service users and in particular:
  - (a) ensure that an adequate supply of food is available for service users at all times within the care service
  - (b) ensure that the food available meets service users’ nutritional needs and reflects what is specified on the menu provided to service users
  - (c) ensure that at all times food to be offered to service users is within the ‘use by’ date, stored appropriately and handled in a manner that is hygienic and safe

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

2. Within 24 hours of receipt of this notice you must put in place and implement a system to;
  - (a) ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users. Specifically, this must include a sufficient number of registered nurses
  - (b) ensure that staff disciplinary matters are followed through and action taken to address concerns
  - (c) implement systems of staff supervision to ensure staff remain skilled and competent and that any development needs are identified and met

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulations 4(1)(a) and 15(a).

3. By 1st September 2014 you must demonstrate to the satisfaction of the Care Inspectorate that all staff employed in the care service, are fit to be so employed. In particular you must demonstrate:

- (a) that a satisfactory recruitment process has been undertaken prior to the commencement of the employment of staff within the service. The recruitment process must include but is not restricted to:
  - i) undertaking appropriate Disclosure Scotland Protection of Vulnerable Groups checks
  - ii) obtaining additional evidence to inform your decision about fitness, for example written references from relevant sources
  - iii) undertaking professional registration checks with relevant professional bodies; and
- (b) that where a recruitment process as outlined in 4(a) above was not undertaken at the time of recruiting any existing members of staff, that you have carried out appropriate retrospective checks to demonstrate that those staff members are fit to be employed in their current role
- (c) that all care staff have undertaken training in managing behaviour

- (d) that all staff have undertaken adult support and protection training
- (e) that all staff involved in the administration of medicine (including those who apply topical creams) have undertaken appropriate training and are assessed as competent.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) regulations 4(1)(a), 7, 9, 13 and 15.

4. By 30th September 2014, all service users' care plans must be reviewed and updated to ensure that they set out how service users' health and welfare needs will be met. This must include but is not restricted to the following issues;

- (a) safe administration of medicine including clear instruction on ways in which altered medicine (that is medicine that is to be mixed with food or drink) will be administered safely
- (b) ensuring that service users' weight is monitored and action taken where there is continued unplanned weight loss
- (c) detail about meeting needs relating to skin care including detail about the correct administration of any prescribed creams
- (d) guidance for staff relating to any diagnosed health conditions and how associated needs are to be met, e.g. diabetes and dementia
- (e) personal hygiene needs, including keeping bathing and shower records
- (f) managing of mental health including anxiety, agitation, addiction behaviours and challenging behaviour
- (g) risk assessments and risk reduction measures to be employed as indicated including risks associated with weight loss, sleep, smoking and where indicated risks associated with leaving the premises

The provider must ensure that care is provided in accordance with service users' care plans.

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

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 for the area in which 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

**Elizabeth McPake**  
**Team Manager**

cc: NHS Lanarkshire, Kirklands Headquarters, Fallside Road, Bothwell, G71 8BB  
South Lanarkshire Council, Almada Street, Hamilton, ML3 0AA  
North Lanarkshire Council, Civic Centre, Windmillhill Street, Motherwell, ML1 1AB  
Clackmannanshire Council, Kilncraigs, Greenside Street, Alloa, FK10 1EB  
Glasgow Council, City Chambers, George Square, Glasgow G2 1DU  
Edinburgh City Council, Waverley Court, East Market Street, Edinburgh EH8 8BG  
Falkirk Council, Municipal Buildings, West Bridge Street, Falkirk, FK1 5RS