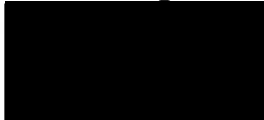


Recorded Delivery



Linda Weir  
Brae Cottage Residential Home



19 February 2016  
2016344484

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 Brae Cottage Residential Home,   
, 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.

**Improvement Notice Part One - Staffing Levels**

By 30 April 2016 you must ensure that, having regard to the size and nature of the care service, its aims and objectives and the number and needs of service users, at all times suitably qualified and competent persons are working in the care service in such numbers as appropriate for the health, welfare and safety of service users.

You must also carry out four-weekly dependency assessments identifying the minimum staffing level and deployment of staff on each shift. This must take into account aggregated information on the social, psychological and recreational needs and choice in relation to the delivery of care for all individuals, also taking account of the physical layout of the building and staff skills.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 (hereinafter referred to as "SSI 2011/210"), regulations 4(1)(a) and 15(a).

### **Improvement Notice Part Two - Restraint**

By 30 March 2016 you must put in place and implement a system to ensure that no service user is subject to restraint unless it is the only practicable way of securing their welfare and safety.

You must:

Develop and implement an effective policy and procedures which enable care staff to identify forms of restraint or restrictions to freedom used within the service.

Demonstrate that, where appropriate, records are kept in individual service users' personal plans which detail:

- Each form of restraint used
- The reason it was necessary
- The alternatives considered
- Names of persons consulted
- The name of the person(s) giving consent
- The dates of review

Ensure that service users, their representatives, as well as relevant health and social care professionals, are consulted before restraint or restrictions to liberty are implemented by care staff.

Ensure that an audit of care staff understanding of restraint methods is carried out. Where there is a gap identified in individual understanding, training and additional support must be provided.

This is in order to comply with SSI 2011/210 regulations 4(1)(a), 4(1)(c) and 15(b)(i).

### **Improvement Notice Part Three – Environmental Risk Assessment**

By 30 March 2016 you must undertake full assessments on all environmental issues which potentially may cause harm to service users. Appropriate action should then be taken to reduce any potential risk to residents.

This is in order to comply with SSI 2011/210 regulations 3 and 4(1)(a).

### **Improvement Notice Part Four – Heating**

By 29 February 2016 you must put in place and implement systems to:

Monitor and maintain adequate temperature within all areas of the care service premises.

Demonstrate that staff can and do remedy faults and failures of the heating systems in a timely and effective manner.

Ensure that staff are maintaining regular records of temperatures in service users' bedrooms and public areas of the care service premises and take prompt and effective action where temperatures fall below an adequate level.

This is in order to comply with SSI 2011/210 4(1)(a) and 10(2)(c).

### **Improvement Notice Part Five – Radiator Safety**

By 29 February 2016 must ensure that all radiators are fitted with radiator covers to protect service users from risk of burns.

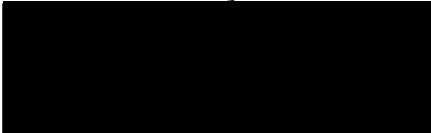
This is in order to comply with SSI 2011/210 regulations 3 and 4(1)(a).

Please also 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.

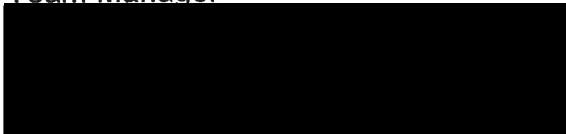
A copy of this notice has been sent to the local authority of the area in which the service is provided.

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



**Angella Fulton**  
Team Manager



cc Chief Executive, Dundee City Council  
Chief Executive, NHS Tayside  
Director of Social Work, Dundee City Council