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Holmes Care Group Scotland Ltd
c/o Dla Piper
Collins House
Rutland Square
Edinburgh
EH1 2AA

06 May 2026
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CS2020379124

Dear Holmes Care Group Scotland Ltd

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 Larkfield View Care Centre, 207 Burns Road, Greenock, PA16 0PR, is not operating in accordance with the requirements of Regulations made under the Act or other prescribed requirements.

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(s)

1. By **21 May 2026**, you must ensure that the health and wellbeing of people using the service is protected by implementing arrangements to, where necessary, reduce the risk of a person choking.

This must include, but is not limited to ensuring that:

- a) Nutrition and hydration support, including modified diets and thickened fluids, are delivered safely and in line with recognised standards.

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

- b) There are always sufficiently trained and skilled staff on duty, and in such numbers, to supervise meal service and to monitor people supported for signs of choking or aspiration.

This is in order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2011/210) and Section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

2. By **21 May 2026**, you must ensure that no service user is subject to restraint, unless it is the only practicable means of securing the welfare and safety of that or any other service user and there are exceptional circumstances. If any restraint is required, you must ensure that:

This must include but is not limited to ensuring that:

- a) Any restrictive practices are lawful, proportionate, and supported by robust assessment and consent processes.
- b) Staff understand the principles of any restrictive measures as under pinned by good practice and Mental Welfare Commission guidelines.
- c) That policies and procedures in relation to restrictive practice are followed by staff particularly in relation to the use of lap straps and bedrails.

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

- 3 By **21 May 2026** you must ensure that the health and well being of people using the service is protected by ensuring the service is effectively led and managed at all times.

This must include but is not limited to ensuring that:

- a) There is a consistent, competent management presence within the home to provide clear leadership, oversight and accountability for quality and safety.
- b) That there are always sufficiently trained and skilled staff on duty to support the provision of safe and effective care.

This is in order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2011/210) and Section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

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4. By **21 May 2026**, you must promote the health, welfare and safety of people and protect them from harm. In particular, you must ensure:
 - a) Any notifiable events are recognised and reported timeously to the Care Inspectorate and the Health and Social Care Partnership, with appropriate Actions to mitigate identified risks. Notifications should be inclusive of but not limited to Adult Support and Protection referrals.

This is in order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Section 53(6) of the Public Services Reform (Scotland) Act 2010 (SSI 2010/322).

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.

You should also note that even if you comply with this Improvement Notice, if at any point during the period of 12 months following the date of compliance we have reasonable grounds to believe that any aspect of the improvements you were required to make has not been sustained, we may make a proposal to cancel your registration in terms of section 64 of the Act. No new Improvement Notice will be issued prior to the proposal to cancel being made.

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.

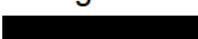
Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand.

Yours sincerely



Shona Shelton

Team Manager

Direct: 

Email: shona.shelton@careinspectorate.gov.scot

cc: Local Authority –  – Inverclyde Council


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