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365 Care Limited  
15 Bowfield Way  
Howwood  
Johnstone  
PA9 1BF

02 March 2023  
2022383249  
CS2017360996

Dear Sirs

## IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 30 November 2022 you were served with an Improvement Notice in relation to 365 Care, 15 Bowfield Way, Howwood, Johnstone, PA9 1BF, in terms of section 62 of the Public Services Reform (Scotland) Act 2010 ("the Act"). The Improvement Notice stated that unless there was a significant improvement in provision of the service, Social Care and Social Work Improvement Scotland (hereinafter referred to as "the Care Inspectorate") intended to make a proposal to cancel your registration. The Improvement Notice specified the nature of the improvements to be made, and the period within which they were to be made.

In order to give you a further opportunity to make a significant improvement in the provision of the service, the Care Inspectorate has decided to extend the timescale within which improvements must be made. The revised timescales are as follows:

### Improvements

1. **By 30 April 2023 extended from 27 January 2023**, you must protect the health, welfare, and safety of those who use the service. In particular, you must ensure the completion of, and access for all relevant staff to care plans, risk assessments and up to date reviews. These must:
  - a. accurately reflect the assessed current health and care needs of the service user,
  - b. include person-centred information outlining needs, abilities and support required to meet those needs,

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- c. demonstrate meaningful involvement and consultation with the person who uses the service and/or their representative,
- d. accurately reflect risks that have been identified, the assessment of these and steps to be taken to reduce and/or mitigate the risks, and
- e. accurately reflect the level of staff support required to manage medications and medication recordings (which must comply with your medicine management policy).

In addition, you must:

- f. ensure that those staff allocated to undertake the above assessments and reviews have the skills, knowledge, and experience necessary to do so.

**This is in order to comply with Regulations 3, 4(1)(a) & (d), 5(1), 5(2)(a), 5(2)(b) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

**2. By 30 April 2023 extended from 27 January 2023,** you must ensure service users' health, safety and well-being needs are met by implementing all relevant aspects of the best practice guidance, 'Safer Recruitment Through Better Recruitment' (Scottish Government, 2016). This must be accompanied by responsive management arrangements which give service users confidence that the service received by them is delivered by well-trained competent and confident staff. In order to achieve this, the action you take must include but not be limited to, the following:

- a. ensuring that current staff are appropriately and safely recruited in line with best practice guidance, 'Safer Recruitment Through Better Recruitment' (Scottish Government, 2016),
- b. carrying out right to work checks and having appropriate arrangements for international recruitment,
- c. ensuring employees communicate well with English speaking clients, families, professionals, and co-workers during work time,
- d. keeping up to date and detailed records of all staff who work for you, and
- e. ensuring staff who require to be registered with SSSC (Scottish Social Service Council) or other professional bodies do this within the timescales set and monitor this effectively.

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**This is in order to comply with Regulations 3, 4(1)(a) & (d), 7(2)(c), 9(1)(2)(b) & (c), 13, 15(a) & (b)(i) and 17(1)(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

3. **By 30 April 2023 extended from 27 January 2023**, you must ensure service users' health, safety and well-being needs are met by implementing effective and responsive management arrangements. These must be supported by robust quality assurance systems which give service users confidence that the service received by them is well led and managed. In order to achieve this, the action you take must include but not be limited to, the following:

- a. keep accurate records of all training completed, to evidence that staff, supervisors, and managers all have the required skills, knowledge, and qualifications,
- b. monitor staff competence through training, supervision, and on-site observations of staff practice and take action to improve or reduce poor or unsafe practice,
- c. engage with service users and staff about the quality of the service and take action to address improvements identified to ensure improved outcomes for service users, and
- d. implement and evidence the effective use of the quality assurance system to demonstrate the routine monitoring of the quality of the service and develop and implement an improvement plan which shows actions being taken to improve support good-outcomes for people,
- e. ensure information about care and support is up to date and regularly evaluated as part of effective quality assurance systems.

**This is in order to comply with Regulations 3, 4(1)(a) & (d), 7(2)(c), 15(a) & (b)(i) and 18 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

If there is no significant improvement within the revised timescale, we intend to make a proposal to cancel your registration in terms of section 64 of the Act.

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

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

Yours faithfully



**Simon Deveney**

Team Manager

Direct: 

Email: [simon.deveney@careinspectorate.gov.scot](mailto:simon.deveney@careinspectorate.gov.scot)

cc: Local Authority:



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Page 4 of 4