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Thistle Healthcare Limited
Thistle House
Scholars Gate
Whitehills
East Kilbride
G75 9JL

11 December 2020
2020382311
CS2003015202

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 Arden Craig Care Home, 15 Arden Craig Place, Castlemilk, Glasgow, G45 9US 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.

Improvements

1. By 15 December 2020, you must ensure that all service users experience a safe, clean and well-maintained environment. In particular, the service must be staffed, resourced, and led in a manner that will ensure that:

a) all areas and equipment used within the home are free from contamination and are cleaned or disinfected effectively. In order to achieve this, the action you take must include but not be limited to, the following:

- The communal smoking room located in the upstairs area of the home must be cleaned to a standard that demonstrates good infection prevention and control. In addition, the use of the smoking room must be demonstrably monitored and managed so that people in the home are protected from harm or potential harm related to the transmission of infection.

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- Bedrooms (including bed fittings and flooring) must be cleaned to a standard that demonstrates good infection prevention and control.

b) systems, including effective cleaning schedules, are implemented with regular quality assurance checks to ensure that the environment is consistently safe, clean and well maintained. In order to achieve this, the action you take must include but not be limited to, the following:

- Records of the above must show an identification and prioritisation of 'hot spot' infection transmission risk areas in the home, such as the smoking room and bedrooms presenting particular risks. This must include evidence of proactive and responsive approaches to cleaning that demonstrates good infection prevention and control.
- Quality assurance of the environment must demonstrate that the recorded check of the environment includes a physical check.

This is in order to comply with the Health and Social Care Standard 5.22, 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furniture and equipment' and Regulation 4(1)(d) Welfare of users and Regulation 10(2)(b) Fitness of premises of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. By 15 December 2020, you must ensure that service users experience a service with well trained staff. In particular, you must ensure that all staff receive infection control and prevention training relevant to the work that they carry out in order to keep service users safe during the Coronavirus pandemic. This must include, but is not limited to:

- a) regular quality assurance checks to demonstrate how the training received is being implemented in practice throughout the care service
- b) regular monitoring of staff practice to provide assurance that staff practice is consistent with current infection prevention and control guidance
- c) all housekeeping staff having the relevant knowledge and understanding to put into practice the correct use and care of cleaning equipment.

This is in order to comply with the Health and Social Care Standard 3.14, 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' and Regulation 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

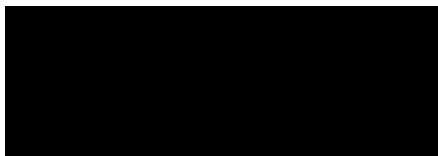
Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

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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



Jacqueline Young

Team Manager

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Direct: [REDACTED]

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cc: Local Authority – Chief Officer: [REDACTED]

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