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

18 December 2020
2020382311
CS2003015202

Dear Sirs

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 11 December 2020 you were served with an Improvement Notice in relation to Arden Craig Care Home, 15 Arden Craig Place, Castlemilk, Glasgow, G45 9US, 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.

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

1. By 18 January 2021, extended from 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:

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- 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.

We were satisfied that the provider had met part of this improvement. The extension to the original timescale will allow us to review the monitoring and management of this.

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

This part of the improvement had not been met.

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.

We were satisfied that the provider had met part of this improvement. The extension to the original timescale will allow the provider to demonstrate the outcomes of the proactive and responsive approaches being implemented.

- Quality assurance of the environment must demonstrate that the recorded check of the environment includes a physical check.

We were satisfied that the provider had met part of this improvement. The extension to the original timescale will allow the provider to demonstrate that all service users experience a safe, clean and well-maintained environment.

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 18 January 2021, extended from 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:

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- a) regular quality assurance checks to demonstrate how the training received is being implemented in practice throughout the care service

We were satisfied that the provider had met part of this improvement. The extension to the original timescale will allow the provider to demonstrate how staff training has been implemented in practice.

- b) regular monitoring of staff practice to provide assurance that staff practice is consistent with current infection prevention and control guidance.

We were satisfied that the provider had met part of this improvement. The extension to the original timescale will allow the provider to demonstrate how staff practice is keeping service users safe during the Coronavirus pandemic.

- c) all housekeeping staff having the relevant knowledge and understanding to put into practice the correct use and care of cleaning equipment.

We were satisfied that the provider had met this part of the improvement.

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).

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.

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

[Redacted Signature]

Jacqueline Young

Team Manager

Direct: [Redacted]

Email: jacqueline.young@careinspectorate.gov.scot

cc: Local Authority – Chief Officer

[Redacted]

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