website: www.careinspectorate.com
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Sent by email to: [redacted]

Clyde Care Limited
238 Station Road
Addlestone
Surrey
KT15 2PS

17 May 2024
2024383326
CS2022000213

Dear Sir

COMPLIANCE WITH IMPROVEMENT NOTICE

On **22 March 2024** you were served with an Improvement Notice in relation to Baillieston Care Home, 3 Station Road, Baillieston, Glasgow, G69 7XZ 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.

As there has been a significant improvement in the service, the Care Inspectorate has decided not to proceed to make a proposal to cancel the registration of the service. Our conclusions about the improvements made are noted below.

Improvements

1. **By 29 April 2024**, you must provide a service which is well led and managed, and which results in better outcomes for people who experience care through a culture of continuous improvement and robust and transparent quality assurance processes.

To do this, you must, at a minimum:

a) Ensure there is a consistent management presence providing appropriate and effective leadership within the care service.
b) Ensure there is an updated quality assurance system in place and implemented to support a culture of continuous improvement.

c) Ensure effective action planning takes place within reasonable timescales which addresses identified areas for improvement with these being allocated to appropriate individuals and completed.

This is in order to comply with regulations 3, 4(1)(a) and 7(1)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Conclusion

We found that people benefitted from a culture of continuous improvement. We observed positive changes in practice in the care home as well as a positive and structured input from the management team. There was a robust quality assurance system in place. Areas for improvement were reflected in a measurable improvement plan.

This requirement has been complied with.

2. **By 29 April 2024**, you must ensure that service users experience safe and compassionate care and treatment that meets their health, safety and wellbeing needs and preferences. This includes, but is not limited to, support with personal care and assistance with eating and drinking where this is required.

To do this, you must, at a minimum:

a) Ensure every person using the service has an accurate personal plan, including risk assessments, that details how to meet their needs and keep them safe from harm.
b) Ensure staff implement people's care plans.
c) Ensure any significant change in a person's condition results in a review of their health and wellbeing and any necessary changes are made to the person's care plan to ensure their care continues to meet their needs.
d) Ensure people are promptly referred to external agencies when needed, and advice from these health professionals is clearly recorded and implemented.

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

Conclusion

We found that every person now had an accurate care plan, including relevant risk assessment. The care plans were regularly reviewed and updated, when people's

needs changed. We saw examples of people being referred to several health partners which helped keep people well and prompted better practice.

This requirement has been complied with.

3. **By 29 April 2024**, you must ensure that the people using the service are supported by staff who are qualified and competent and who are present in such numbers as are required to ensure the health, welfare and safety of people using the service.

To do this, you must, at a minimum:

a) Ensure that there are enough staff on each shift who are appropriately skilled, knowledgeable, and experienced in the role they are to perform.
b) Ensure that the numbers and skill mix of staff employed are based on an accurate assessment of each service users' needs and identified areas for potential harm.
c) Ensure staff have ongoing supervisions, team meetings, and observations of practice to enhance their competence and understanding of people's needs.
d) Ensure staff understand their responsibilities and service procedures to promote improved standards of practice in the care home.

This is in order to comply with Regulations 3, 4(1)(a) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to comply with section 7 of the Health and Care (Staffing) (Scotland) Act 2019 (as substituted for regulation 15(a) the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210).

Conclusion

There were significant improvements in the development and guidance of staff which resulted in better experiences for people. We could see evidence of improved staff understanding and practice.

This requirement has been complied with.

4. **By 29 April 2024**, you must ensure that service users experience care in an environment that is safe and minimises the risk of infection.

To do this, you must, at a minimum:

a) Ensure that the internal premises and furnishings are clean and fit for purpose.
b) Ensure that checks of the care home environment are in place, with appropriate and responsive remedial actions taken where this is required.

This is in order to comply with Regulation 4(1)(a), and (d), and Regulation 10 (2)(b) and (d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 211/210)

Conclusion

We found significant improvements in the home environment which resulted in better experiences for people. The home had an effective maintenance plan in place. There were clear planned arrangements for regular monitoring and maintenance of the premises and the equipment to ensure people were safe. These processes provided assurance that people were living within a clean and hygienic environment.

This requirement has been complied with.

5. **By 29 April 2024**, you must protect the health, welfare, and safety of those who use the service. In particular, you must ensure that people are able to access their personal monies when needed, and that safeguards are in place to protect this.

To do this, you must, at a minimum:

a) Ensure that people can access their funds when they or a representative choose.
b) Ensure that safeguards are implemented, and that peoples' funds are secure and managed in line with good practice.

This is to comply with Regulation 4 (1)(b) and 14(e) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) (SSI 2011/210)

Conclusion

We examined the management of finances within the service and found money was securely held and managed following good practice guidelines. We found that people, or their representatives, could now access their funds when they choose to.

This requirement has been complied with.

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

The Improvement Notice dated **22 March 2024** is no longer in force.

Yours sincerely

[redacted]

Lizzie Mukherjee
Team Manager
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cc: Local Authority – [redacted] – Glasgow City Council
[redacted]