

scottish commission for
the regulation of care

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Mr Mohammad Shafique
Nightingale House
154-158 Main Street
Auchinleck
KA18 1LA

17 March 2008

Dear Mr Shafique,

IMPROVEMENT NOTICE
SECTION 10 REGULATION OF CARE (SCOTLAND) ACT 2001 ("the Act")

The Care Commission has concluded that Nightingale House, 154 – 158 Main Street, Auchinleck, East Ayrshire, KA18 12AS, is not operating in accordance with requirements or conditions imposed by or under the Act, or the requirements of Regulations made under the Act. The Care Commission hereby gives you notice that unless there is a significant improvement in the provision of the service, it intends to make a proposal to cancel your registration in terms of Section 12 of the Act. The nature of the improvements to be made, and the period within which they must be made, are specified below.

Improvement

You must ensure that the following requirements are addressed by the dates specified in this Notice.

1. The provider must comply with the staffing schedule at all times and staff rotas must reflect staff on duty in the building. Staff rotas must be submitted to the Care Commission on a weekly basis, from receipt of this notice, until 30 April 2008. These rotas must identify the number and role of staff on duty for, at least, one week in advance of the shift commencing.

This is in order to comply with Regulation 13(a) of the Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 (SSI 2002/114).

This improvement must be fully completed by 14 June 2008

2. The provider must exhibit to the Care Commission, a list of all staff employed within the service, the date that they commenced employment, their designation, relevant qualifications, skills and experience.

This is in order to comply with Regulations 9(2)(b) and 19(2) of the Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 (SSI 2002/114).

This improvement must be fully completed by 31 March 2008

3. The provider must provide evidence that there exists a training needs analysis for each staff group taking account of the aims and objectives of the service and service user needs.

This is in order to comply with Regulation 13(c)(i) and (ii) of the Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 (SSI 2002/114).

This improvement must be fully completed by 31 March 2008

4. The provider must exhibit to the Care Commission, an annual staff training plan showing all training scheduled or planned and covering statutory training.

This is in order to comply with Regulations 4(1)(a) and 13(a), 13(c)(i) and (ii) of the Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 (SSI 2002/114).

This improvement must be fully completed by 14 April 2008

5. The provider shall ensure that all care staff employed within the service receive adequate and effective training within the areas identified during inspection and complaint activity. Such areas include:

Moving and handling
Infection control
Medication
Working with people with dementia
Working with people with challenging behaviour
Restraint.

This is in order to comply with Regulations 4(1)(a) and 13(a), 13(c)(i) and (ii) of the Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 (SSI 2002/114).

This improvement must be fully completed by 14 June 2008

6. With immediate effect, the provider must ensure medication is managed in a manner that protects the health and wellbeing of service users. In order to achieve this, the provider must ensure that medications are available when an individual needs them, and administered as prescribed. That records are legible and give a clear and accurate account of medicines administered, discontinued or altered, and that medicines are administered in a way that preserves the dignity and privacy of service users.

This is in order to comply with Regulations 4(1)(a) and 19(j) and (k) of the Regulation of Care (Requirements as to Care Services)(Scotland) Regulations 2002 (SSI 2002/114).

This improvement must be fully completed by 1 April 2008

Please note that failure to demonstrate compliance with any one of the improvements within the required timescale may result in the Care Commission proceeding to make a proposal to cancel registration.

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

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

Stephen Wilson
Team Manager

Cc: East Ayrshire Local Authority
NHS Ayrshire and Arran