

Recorded delivery

Duncare Limited a member of Four Seasons
Health Care Group
1st Floor Suite 2,
Clydesdale House,
300 Springhill Parkway,
Glasgow Business Park,
Glasgow
G6Q6GA

28 February 2012
2012307317

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 Tullideph Care Home, 38 Benvie Road, Dundee, DD2 2PE, 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 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. You must make proper provision for the health and safety of service users by putting in place systems to ensure that

- (i) staff respond promptly and respectfully to service users who require assistance, including continence care;
- (ii) staff fully record in writing any changes in the health and wellbeing of service users including falls;
- (iii) staff update care plans following any change in a service user's health or any incident involving a service user which would affect support needs;
- (iv) staff implement care and support as directed by each service user's care plan;
- (v) staff provide appropriate support to each service user in order for their personal hygiene to be maintained in accordance with each service user's personal preferences set out in their care plan;

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IMPROVEMENT NOTICE

Section 62 Public Services Reform (Scotland) Act 2010 ("the Act")

- (vi) you carry out regular audits of all aspects of the provision of the care service, record your findings, identify any deficiencies or improvement needed, and put in place written action plans to address any such issues;
- (vii) training is carried out which provides staff with a demonstrable knowledge and understanding of service users rights to privacy, dignity, choice and safety in every aspect of their daily care and support.

Timescale for implementation — 1(i) to (vi) by 09 March 2012 and ■ (vii) by 28 April 2012

This is in order to comply with the **Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) regulations 4(1) (a) and (b)**

2. You must develop and implement a safe and effective system for the management, and administration of service users' medication. This must include:

- (i) ensuring that medication is administered as instructed by the prescribing professional, and where this is not the case, clearly documenting the reasons;
- (ii) ensure that medication is available when it is due to be administered;
- (iii) ensuring that at no time is medication left unsupervised in an unsecured environment;
- (iv) ensuring that staff have access to information specifying when a medicine is started, the name of the person who prescribed it, its purpose, location and method of application, length of use, and review date;
- (v) ensuring that all staff are provided with training to make them fully aware of the care service's policies and procedures for medication, including, in particular, knowing how to store and administer medicines safely, keep accurate and up to date medication records and the implementation of medication quality assurance policies and procedures.

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IMPROVEMENT NOTICE

Section 62 Public Services Reform (Scotland) Act 2010 ("the Act")

Timescale for implementation: by 23 March 2012

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) regulations 4(1)(a) 7(2)(c), 9(b) and 15(b)(i) and the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2011/114) regulations 19(3)(j) and (k).

3. You must ensure that the premises and facilities in the care home are fit for the provision of the care service, in particular to protect the health and safety of service users. In order to do this you must;

- (i) repair or replace the washing machine in the laundry;
- (ii) repair or replace the broken bath in the communal bathroom;
- (iii) repair damaged walls and paintwork;
- (iv) replace shower poles and curtains to offer privacy;
- (v) repair doors to ensure they can be closed properly;
- (vi) put in place a system to ensure staff use appropriate cleaning equipment when dealing with spills or bodily fluids;
- (vii) put in place a system to ensure floor coverings are regularly checked and cleaned as required;
- (viii) put in place a system that ensures repairs are addressed promptly.

Timescale for Completion — by 23 March 2012.

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

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IMPROVEMENT NOTICE

Section **62** Public Services Reform (Scotland) Act **2010** ("the Act")

Please also 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 the Care Inspectorate 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 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

cc, Mr Alan Baird, Director of Social Work Floor 7, Tayside House, 28 Crichton Street, Dundee, DD1 3RN
Comments and Complaints Co-ordinator, Care Inspectorate
Laura Adams, Manager, Tullideph, 38 Benvie Road, Dundee, DD2 2PE

Recorded delivery

Duncare Limited a member of Four Seasons
Health Care Group
1st Floor Suite 2,
Clydesdale House
300 Springhill Parkway
Glasgow Business Park
Glasgow
G60 6GA

14 May 2012
2012307317

Dear Sirs,

COMPLIANCE **WITH** IMPROVEMENT NOTICE

On 28 February 2012 you were served with an Improvement Notice in relation to Tullideph Care Home, 38 Benvie Road, Dundee, DD2 2PE 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 (SCSWIS) 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, and a copy is attached.

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

Improvements

1. You must make proper provision for the health and safety of service users by putting in place systems to ensure that

- (i) staff respond promptly and respectfully to service users who require assistance, including continence care;
- (ii) staff fully record in writing any changes in the health and wellbeing of service users including falls;

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COMPLIANCE WITH IMPROVEMENT NOTICE

- (iii) staff update care plans following any change in a service user's health or any incident involving a service user which would affect support needs;
- (iv) staff implement care and support as directed by each service user's care plan;
- (v) staff provide appropriate support to each service user in order for their personal hygiene to be maintained in accordance with each service user's personal preferences set out in their care plan;
- (vi) you carry out regular audits of all aspects of the provision of the care service, record your findings, identify any deficiencies or improvement needed, and put in place written action plans to address any such issues;
- (vii) training is carried out which provides staff with a demonstrable knowledge and understanding of service users rights to privacy, dignity, choice and safety in every aspect of their daily care and support.

Timescale for implementation — 1 (i) to (vi) by 09 March 2012 and 1 (vii) by 28 April 2012.

This is in order to comply with the **Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 2011/210) regulations 4(1)(a) and (b)**

Action Taken

We observed staff respond respectfully and professionally and without hesitation to service users who were requiring assistance. From a sample of six care plans we saw that changes in health care needs were being recorded in the evaluation record and individual care plans were rewritten to reflect the change. We observed the lunchtime period and saw service users were given specialist diets and the level of assistance as recorded in the plan of care. We also observed mobility aids were being used as recorded in the care plan.

Personal hygiene records were kept in service users rooms and signed by the member of that day. Service users appeared well cared for, we did not see anyone with stained clothing and all were wearing appropriate footwear. Oral health care was also being monitored on the personal hygiene charts. Nail care had also been addressed and no we spoke with presented with dirty nails.

We were confident that the service were making significant progress on improving standards in the home.

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COMPLIANCE WITH IMPROVEMENT NOTICE

The provider had increased the frequency of audits to ensure standards of practice were being maintained. The newly introduced observational supervision had been very successful in highlighting practice issues which were addressed through additional training. Repeated poor practice was addressed through the disciplinary procedures.

This requirement has been met

2. You must demonstrate to Social Care and Social Work Improvement Scotland that you have developed and are implementing a safe and effective system for the management, and administration of service users' medication. This must include:

- (i) ensuring that medication is administered as instructed by the prescribing professional, and where this is not the case, clearly documenting the reasons;
- (ii) ensure that you put in place a system so that medication is available when it is due to be administered
- (iii) ensuring that at no time is medication left unsupervised in an unsecure environment.
- (iv) ensuring that staff have access to information specifying when a medicine is started, the name of the person who prescribed it, its purpose, location and method of application, length of use, and review date;
- (v) ensuring that all staff are provided with training to make them fully aware of their individual roles and responsibilities in relation to the care service's care planning and medication quality assurance policies and procedures
- (vi) ensure staff are fully aware of and follow the care service's policies and procedures for giving medication, including, in particular, knowing how to store and administer medicines safely, and keep accurate and up to date medication records.

Timescale for implementation: by 29 February 2012

This is in order to comply with the **Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) regulations 4(1)(a) 7(2)(c), 9(b) and 15(b)(i) and the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2001/114) regulations 19(3)(j) and (k).**

Action taken

COMPLIANCE WITH IMPROVEMENT NOTICE

We found that the service's medication procedures and practices had been improved to a satisfactory standard since the last inspection. Medication audits were being carried out every two weeks. Any discrepancies found were fully recorded. The last audit undertaken did not highlight any issues.

We sampled several medication administration records (MAR) charts and a sample of medications. Amendments to the MAR sheets had been signed and dated by two staff and signed when administered as prescribed. The reverse side of MAR charts had been used to record any reason why a medication had not been given as prescribed. One example of this was for a liquid medication that had been coded as out of stock last month. This was addressed with the supplying pharmacist who had not sent any to the home. Nurses interviewed confirmed that medication practices had improved greatly. Nurses confirmed they had received further instruction for safe medication systems and had a raised awareness of the organisation policies and procedures. Training was provided through the supplying pharmacists training pack and the organisation e-learning system. The manager checked the competency of nurses through observational supervision of practice including administering medication. This was fully recorded and any areas for improvement were planned for discussion at supervision and training provided if required.

All aspects of this requirement have been met.

3. You must ensure that the premises and facilities in the care home are fit for the provision of the care service, in particular to protect the health and safety of service users. In order to do this you must;

- repair or replace the washing machine in the laundry
- repair or replace the broken bath in the communal bathroom taking account of infection control and the safety of the service users
- repair damaged walls and paintwork
- replace shower poles and curtains to offer privacy
- repair doors to ensure they can be closed properly
- put in place a system to ensure staff use appropriate cleaning equipment when dealing with spills or bodily fluids
- put in place a system to ensure floor coverings are regularly checked and cleaned as required
- put in place a system that ensures repairs are addressed promptly

Timescale for Completion – No later than 23 March 2012.

This is in order to comply with the **Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 2011/210) Regulations 4(1) and 10(2)(a).**

COMPLIANCE WITH IMPROVEMENT NOTICE

Action Taken

We found significant improvement had been made to the environment of the home. At this inspection we found the washing machine had been repaired and was fully operational. Procedures for authorising repairs had been reviewed and updated to ensure repairs are carried out quickly. Shower and bathrooms had been fitted with privacy rails and curtains. A programme of redecoration was under way in the home and many walls, and doorways had been re painted. Some doors that had been damaged or were ill fitting had been replaced. Any deficiencies in the environment including the floor coverings were seen to be recorded in the maintenance records and acted on promptly. Floor coverings were seen to have been replaced where required. The service supplied us with copies of the working order for the purchase of three new baths. We saw bathrooms had been re floored and decorated in preparation for the new baths being fitted.

All aspects of this requirement have been met

The improvement notice has been met.

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

The Improvement Notice dated 28 February 2012 is no longer in force.

Yours faithfully

Enc: Copy of section 62 Improvement Notice

cc. Mr Alan Baird, Director of Social Work Floor 7, Tayside House, 28
Crichton Street, Dundee