

qas



scottish commission for
the regulation of care



convener: Mary Hartnoll
chief executive: Jacquie Roberts

Care Commission
Central East Region
Compass House
11 Riverside Drive
Dundee DD1 4NY

tel: 01382 207200
fax: 01382 207288

enquiries@carecommission.com
www.carecommission.com



30 MAY 2006

The Secretary
Kippen House Ltd.,
Kippen House Nursing Home
Muckhart Road
Dunning
Perth and Kinross
PH2 ORA

26 May 2006

Dear Sirs

Kippen Home Care, 12 Rose Terrace, Perth PH1 5HA
IMPROVEMENT NOTICE
SECTION 10 REGULATION OF CARE (SCOTLAND) ACT 2001 (The Act)

The Care Commission has concluded that Kippen Home Care, 12 Rose Terrace, Perth PH21 5HA, 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 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.

Improvements

1. The service provider must ensure that after recorded consultation with each service user and, where it appears to be appropriate, any representative, within one month of the date on which the service user first received the service prepare a written plan ("the personal plan") which sets out how service users' health and welfare needs are to be met. The written plan should be reviewed regularly to ensure that it reflects current need, with review information being signed and dated by the reviewer and if appropriate the service user and/or their representative. A formal written review system must be put in place to establish the minimum period between reviews and criteria for triggering a review more quickly.
This is in order to comply with Regulations 4 (1) (a) and 5 of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)
Time scale for compliance: care plans - within 4 weeks of receipt of this notice
Time scale for compliance: written review - within 2 weeks of receipt of this notice
2. The service provider must ensure that proper provision is made for the health and welfare of service users. In particular moving and handling risk assessments should be undertaken and recorded for every service user, including an

assessment of the environment in which the service is to be provided. A formal written review system should be put in place to establish the minimum period between assessments and criteria for triggering a review more quickly.

This is in order to comply with Regulation 4 (1) (a) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

Time scale for compliance: assessments - within 4 weeks of receipt of this notice

Time scale for compliance: recording system – within 2 weeks of receipt of this notice

3. The service provider must ensure that appropriate procedures for the control of infection are implemented. In particular staff must be supplied with appropriate protective clothing such as gloves and aprons where these are required for the control of infection. A written review of stock control systems must be undertaken and implemented to ensure sufficient supplies are maintained.

This is in order to comply with Regulation 4 (1) (d) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

Time scale for compliance: supply of protective clothing - on receipt of this notice

Time scale for compliance: written review - within 2 weeks of receipt of this notice

4. The provider must establish and implement a complaints procedure and must ensure that any complaint made under the complaints procedure is fully investigated within 28 days after the date on which the complaint is made. The person who made the complaint must be informed of any action that is to be taken. All documentation pertaining to the complaints procedure must reflect full contact details for the Care Commission. A statement containing a summary of complaints received during the preceding 12 months must be kept and made available to the Care Commission on request.

This is in order to comply with Regulation 25 of The Regulation of Care

(Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

Time scale for compliance: within 2 weeks of receipt of this notice

5. The provider must ensure at all times that sufficient numbers of suitably qualified and competent persons are working in the care service in order to ensure that agreed care packages (including 24 hour care packages) can be delivered. In order to achieve this, a record must be kept detailing how staff are deployed to deliver agreed packages of care. Continuity of care must be maintained by using a pool of identified staff made known to the service user. A formal written system accessible to staff must be put in place detailing contingency arrangements to cover staff sickness and other absences.

This is to ensure that the Conditions of Registration and the Aims and Objectives of the service are met.

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)

Time scale for compliance: within 4 weeks of receipt of this notice

6. The provider must ensure that staff employed in the service receive training appropriate to the work they perform. In particular all staff must receive training in moving and handling techniques from an accredited trainer and a record must be kept of any such training.

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

Time scale for compliance: Training to be sourced and commenced with 4 weeks and completed within 4 month of receipt of this notice

7. The provider must ensure that any person employed in the provision of the care service is fit to be so employed. The provider must achieve this by:

- Using rigorous and thorough recruitment and selection processes focused on making sure that only people who have the appropriate knowledge and skills and who are suitable to provide social services are allowed to enter the workforce
- Checking criminal records by obtaining an Enhanced Disclosure Scotland Check, checking relevant registers and indexes and assessing whether people are capable of carrying out the duties of the job they have been selected for before confirming appointments, and
- Seeking reliable references
- Keeping records to evidence this.

This is in order to comply with Regulation 9(1) and (2) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114)

Time scale for compliance: on receipt of this notice

Please note that failure to comply with any one of these 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.

In terms of section 32 of the Act you are deemed to have received this notice 3 days after the date of posting.

Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand.



Yours sincerely

A handwritten signature in black ink, appearing to read "Marion Mullan". The signature is fluid and cursive, with the first name "Marion" and the last name "Mullan" clearly distinguishable.

Marion Mullan

Team Manager

Direct Dial: 01382 207268

Email: marion.mullan@carecommission.com

Cc Mr. David Burke, Depute Director (Community Care), Perth and Kinross Council, 5 Whitefriars Crescent, Perth PH2 OPA