

Priory(Prestwick) Limited
Priory Group
Unsted Regional Office
Munstead Heath Road
Godalming
GU7 1UW

20 July 2012

Recorded Delivery

Dear Sirs,

IMPROVEMENT NOTICE

SECTION 62 PUBLIC SERVICES REFORM (SCOTLAND) ACT 2010 ('the Act')

The Care Inspectorate has concluded that Berelands House Care Home Service, 1 Boydfield Court, Prestwick, **KA9 2JL**, 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 has specified the required improvements in the attached notice. In accordance with section 101(2)(a) of the Public Services Reform (Scotland) Act 2010, the original notice has had to be sent to the company's registered office at:

PRIORY (PRESTWICK) LIMITED
21 EXHIBITION HOUSE
ADDISON BRIDGE PLACE
LONDON
W14 8XP

Yours faithfully

RECORDED DELIVERY

PRIORY (PRESWICK) LIMITED
21 EXHIBITION HOUSE
ADDISON BRIDGE PLACE
LONDON
LAJ148XP

20 July 2012
2012310878

Dear **Sirs**,

IMPROVEMENT NOTICE

SECTION 62 PUBLIC SERVICES REFORM (SCOTLAND) ACT 2010 ("the Act")

The Care Inspectorate has concluded that Berelands House Care Home Service, 1 Boydfield Court, Prestwick, KA9 2JL, 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.

Improvement:

1. Staffing levels

By the **27 August 2012** you must ensure that there are sufficient, suitably qualified and competent staff working in the service at any given time to meet the assessed health, welfare and safety needs of service users.

In order to do this you must:

- Undertake a dependency assessment of all service users on an ongoing basis. This must take account of the aims and objectives, number and needs of service users and the layout of the building.
- Put in place a system to ensure that you use an assessment tool to assess the needs of the service users each month and ensure that a copy of your findings will be available for inspection
- Comply with the staffing schedule dated 2 November 2011
- Maintain written rotas detailing staff employed within the service and hours worked and ensure that these are available for inspection.

This is order to comply with

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) – Welfare of users – a requirement that the provider must make proper provision for the health, welfare and safety of service users, Regulation 15(a) Staffing – a requirement that the provider must ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users; and section 64(1)(b) of the Act – a requirement that care services have to comply with the relevant requirements.

2. Medication

By the **27 August 2012** you must ensure that every service user receives their prescribed medication as documented on the Medication Administration Record (MAR) sheet.

In order to do this you must:

- a) Put in place and implement an effective medication ordering system.
 - b) Identify named, competent staff who will have responsibility for the ordering and checking of medication.
 - c) Put in place and implement a system for daily checks of the MAR recording sheet to identify discrepancies or out of stock medication.
 - d) Give clear communication to all staff on the importance of service users receiving their medication as prescribed and the potentially serious impact of medication not being available.
 - e) Put in place and implement a system for the reporting of any medication out of stock to the manager or person in charge immediately.
- 9** Demonstrate there is comprehensive recording on the MAR charts of any refused or out of stock medication.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a)- a requirement that the provider will make proper provision for the health and welfare and safety of service users.

3. Personal Care Needs

By the **27 August 2012** you must ensure that personal plans are being implemented and referred to in all aspects of service users' care.

To do this the following information must be contained in the personal plans of all service users:

- A dependency assessment which identifies the level of support required from staff. .
- Written risk assessments in the following areas: Nutrition and hydration, oral care, moving and handling, continence, falls, pressure area care, medication, and end of life care.
- Where any risks are identified for an individual, a clear written care plan must be put in place which will give clear guidance to staff on how they will minimize the risk to the resident. Where additional equipment is required to minimize risk, this must be recorded in the personal plan and actioned.
- Detail of personal care needs and preferences and how these have to be met.
- Evidence of how the plan is being implemented on a daily basis.
- All care plans must be reviewed on a monthly basis. However, if the resident's needs change, then the review must be carried out as required.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210, Regulation 4(1)(a)- welfare of service users- a requirement that the provider ensures that the health and wellbeing of residents is being considered at all.

4. Food, Fluid and Nutritional Care

By the **27 August 2012** you must ensure that food and fluid provision meets the needs of service users. To do this you must:

- a) review the policy and procedures for the management of food, fluid and nutritional care of service users, record the results of the review in writing, implement any required improvements and ensure that the procedures are fully implemented within the home.
- b) put in place and implement a system to ensure that each service user's eating, drinking and dietary needs are assessed on admission and on an ongoing basis.
- c) ensure that service users have an eating, drinking and nutritional care plan based on their needs. This should contain sufficient detail of the actions to be taken to address identified needs.
- d) ensure that menu planning is based on best practice guidance and is based on a needs assessment of service users.
- e) ensure that service users are consulted at the development stage of menu planning and on an ongoing basis.

f) ensure that service users' fluid needs are met and that fluids are actively promoted.

g) ensure that service users get the help that they need to enjoy their food.

This is order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) – Welfare of users – a requirement that the provider must make proper provision for the health, welfare and safety of service users.

5. Meaningful activity

By the **27 August 2012** you must maintain and improve service users' health and wellbeing by ensuring service users are offered a range of appropriate, purposeful, recreational and stimulating activities on a regular basis.

To do this you must:

- a) ensure that service users' personal plans contain details of activities based on their needs, preferences and abilities
- b) ensure that service users' personal plans detail their communication needs.
- c) provide opportunities for all service users to access outside space.

This is order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) – Welfare of users – a requirement that the provider must make proper provision for the health, welfare and safety of service users.

6. Training

By the **28 September 2012** you must:

a) Ensure that all staff working in the care service have received the appropriate level of training to provide them with the skills to meet service users needs. This must include:

- Managing behaviours
- Dementia
- Provision of activities
- Adult protection

b) Put in place a system to check that staff have understood the training and know how to implement it in their day to day work.

c) Provide the Care Inspectorate with a clear, written plan of how the training will be delivered and by whom. Each employee must have a record of training they have undertaken.

d) Put in place and implement a system to ensure that all staff have regular planned supervision that addresses individual learning and development needs.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) Welfare of users- a requirement that the provider makes proper provision for the health,

welfare and safety, of service users and Regulation 15(a) Staffing- a requirement that the provider must ensure that suitably qualified and competent persons are working in the care service and (b)(i) that staff receive training that is appropriate to the work that they perform.

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 us 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: Margo Williamson, Head of Curriculum and Service Improvement,
South Ayrshire Council, County Buildings, Wellington Square, Ayr KA7
1DR
Manager, Berelands House Care Home

Recorded delivery

PRIORY (PRESTWICK) LIMITED
21 EXHIBITION HOUSE
ADDISON BRIDGE PLACE
LONDON
W14 8XP

14 September 2012
2012310878

Dear Sir/Madam

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 20 July 2012 you were served with an Improvement Notice in relation to Berelands House Care Home Service, 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.

SCSWIS has decided to increase the timescale within which 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. Staffing levels

By the **28 September 2012** you must ensure that there are sufficient, suitably qualified and competent staff working in the service at any given time to meet the assessed health, welfare and safety needs of service users.

In order to do this you must:

- Undertake a dependency assessment of all service users on an ongoing basis. This must take account of the aims and objectives, number and needs of service users and the layout of the building.
- Put in place a system to ensure that you use an assessment tool to assess the needs of the service users each month and ensure that a copy of your findings will be available for inspection
- Comply with the staffing schedule dated 2 November 2011
- Maintain written rotas detailing staff employed within the service and hours worked and ensure that these are available for inspection.

This is order to comply with

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) – Welfare of users – a requirement that the provider must make proper provision for the health, welfare and safety of service users, Regulation 15(a) Staffing – a requirement that the provider must ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service users; and section 64(1)(b) of the Act – a requirement that care services have to comply with the relevant requirements.

2. Medication

By the **28 September 2012** you must ensure that every service user receives their prescribed medication as documented on the Medication Administration Record (MAR) sheet.

In order to do this you must:

- a) Put in place and implement an effective medication ordering system.
- b) Identify named, competent staff who will have responsibility for the ordering and checking of medication.
- c) Put in place and implement a system for daily checks of the MAR recording sheet to identify discrepancies or out of stock medication.
- d) Give clear communication to all staff on the importance of service users receiving their medication as prescribed and the potentially serious impact of medication not being available.
- e) Put in place and implement a system for the reporting of any medication out of stock to the manager or person in charge immediately.
- f) Demonstrate there is comprehensive recording on the MAR charts of any refused or out of stock medication.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a)- a requirement that the provider will make proper provision for the health and welfare and safety of service users.

3. Personal Care Needs

By the **28 September 2012** you must ensure that personal plans are being implemented and referred to in all aspects of service users' care.

To do this the following information must be contained in the personal plans of all service users:

- A dependency assessment which identifies the level of support required from staff. .
- Written risk assessments in the following areas: Nutrition and hydration, oral care, moving and handling, continence, falls, pressure area care, medication, and end of life care.
- Where any risks are identified for an individual, a clear written care plan must be put in place which will give clear guidance to staff on how they will minimize the risk to the resident. Where additional equipment

is required to minimize risk, this must be recorded in the personal plan and actioned.

- Detail of personal care needs and preferences and how these have to be met.
- Evidence of how the plan is being implemented on a daily basis.
- All care plans must be reviewed on a monthly basis. However, if the resident's needs change, then the review must be carried out as required.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210, Regulation 4(1)(a)- welfare of service users- a requirement that the provider ensures that the health and wellbeing of residents is being considered at all.

4. Food, Fluid and Nutritional Care

By the **28 September 2012** you must ensure that food and fluid provision meets the needs of service users. To do this you must:

a) review the policy and procedures for the management of food, fluid and nutritional care of service users, record the results of the review in writing, implement any required improvements and ensure that the procedures are fully implemented within the home.

b) put in place and implement a system to ensure that each service user's eating, drinking and dietary needs are assessed on admission and on an ongoing basis.

c) ensure that service users have an eating, drinking and nutritional care plan based on their needs. This should contain sufficient detail of the actions to be taken to address identified needs.

d) ensure that menu planning is based on best practice guidance and is based on a needs assessment of service users.

e) ensure that service users are consulted at the development stage of menu planning and on an ongoing basis.

f) ensure that service users' fluid needs are met and that fluids are actively promoted.

g) ensure that service users get the help that they need to enjoy their food.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) – Welfare of users – a requirement that the provider must make proper provision for the health, welfare and safety of service users.

5. Meaningful activity

By the **28 September 2012** you must maintain and improve service users' health and wellbeing by ensuring service users are offered a range of appropriate, purposeful, recreational and stimulating activities on a regular basis.

To do this you must:

- a) ensure that service users' personal plans contain details of activities based on their needs, preferences and abilities
- b) ensure that service users' personal plans detail their communication needs.
- c) provide opportunities for all service users to access outside space.

This is order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) – Welfare of users – a requirement that the provider must make proper provision for the health, welfare and safety of service users.

6. Training

By the **28 September 2012** you must:

- a) Ensure that all staff working in the care service have received the appropriate level of training to provide them with the skills to meet service users needs. This must include:

- Managing behaviors
- Dementia
- Provision of activities
- Adult protection

- b) Put in place a system to check that staff have understood the training and know how to implement it in their day to day work.

- c) Provide the Care Inspectorate with a clear, written plan of how the training will be delivered and by whom. Each employee must have a record of training they have undertaken.

- d) Put in place and implement a system to ensure that all staff have regular planned supervision that addresses individual learning and development needs.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) Welfare of users- a requirement that the provider makes proper provision for the health, welfare and safety of service users and Regulation 15(a) Staffing- a requirement that the provider must ensure that suitably qualified and competent persons are working in the care service and (b)(i) that staff receive training that is appropriate to the work that they perform.

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.

In terms of section 101 of the Act you are deemed to have received this notice three days after the date of posting.

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 letter or if there is anything in the notice you do not understand.

Yours faithfully

Enc: Copy of section 62 Improvement Notice

Cc: Margo Williamson, Head of Curriculum and Service Improvement,
South Ayrshire Council, County Buildings, Wellington Square, Ayr KA71DR

Manager: Berelands House Care Home