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Sent by email to: [REDACTED]

Greenleaf House Co Ltd
100 Beith Street
Glasgow
G11 6DQ

4 July 2023
2023383265
CS2021000354

Dear Sirs

COMPLIANCE WITH IMPROVEMENT NOTICE

On 14 March 2023 you were served with an Improvement Notice in relation to Dallifour, Barclaven Road, Kilmacolm, PA13 4DQ 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 26 June 2023, extended from 15 May 2023** you must protect the safety of those who use the service. In particular you must:
 - (a) Ensure that, through comprehensive admission, and ongoing, assessments, the service has the capability to meet the continuing needs of service users entering and placed in the service.
 - (b) Ensure that measures are put in place to reduce any identified risks and minimise, the occurrence of risks, to a service user's health, safety, and welfare.
 - (c) Ensure that all members of staff are appropriately trained in how to recognise and respond to risks and needs and that there is a record of training completion.
 - (d) Ensure that there is a framework to assess staff practice and ongoing competence.
 - (e) Notify the Care Inspectorate of any allegations of misconduct of staff in the

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Page 1 of 4

service in accordance with the Care Inspectorate's "Records that all registered children and young people's care services must keep and guidance on notification reporting" document.

- (f) Ensure that there are appropriate policies and procedures in place to manage any misconduct of staff and referrals to the SSSC and that these are followed at all times.

This is in order to comply with Regulation 4(1)(a) and Regulation 15(a) and (b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 53(6) of the Act.

Improvements: The provider has now identified Dallifour as their transition service, where only young people known to them or with a clear understanding of need and risk will be admitted. This is a pilot project which will inform revised Aims and Objectives once the pilot has been evaluated. We found a considered and inclusive admission process for [REDACTED] being cared for. Risk assessments were in place that provided a comprehensive overview of the risks presented and a range of strategies to mitigate risk. The majority of staff were trained in practice specific to the young persons identified needs and plans were in place to continue and expand this. A daily process of practice evaluation had been implemented which managers reviewed, and staff were being supported to embed their training through an increased frequency of supervision. There had been no misconduct issues, thus we were unable to evaluate the providers response, however there was a clear policy in place to guide managers in the management and reporting of such issues.

This requirement has been met.

2. **By 26 June 2023, extended from 30 April 2023** you must ensure quality care, support, and protection through the effective management of incidents. In particular, you must:

- (a) Ensure that the response to, and analysis of, incidents result in actions which minimise the risks to a service user's health, safety, and welfare.
- (b) Ensure the response to incidents minimises the use of physical restraint and supports young people to recover and repair relationships.
- (c) Ensure that no service user is subject to restraint unless it is the only practicable means of securing the welfare and safety of that or any other service user and there are exceptional circumstances.
- (d) Demonstrate that the manager, and those with delegated responsibility for managerial tasks, have the skills, knowledge, and experience required to manage risks to a service user's health, safety, and welfare effectively.

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This is in order to comply with Regulation 4(1)(a) and Regulation 7(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Improvements: There were two incidents to evaluate during our monitoring process and we found these had been responded to appropriately and in line with provider policy and care inspectorate guidance. There was evidence of analysis in place for both and people involved were supported to reflect upon, learn and recover from the incidents. [REDACTED] being cared for was being supported through a non-restraint care plan and there were descriptors of escalating risk and a range of support strategies identified to prevent the need for restrictive practice. An experienced leader within the organisation, has taken over as registered manager. Alongside this a trainee manager was undertaking a development program to ensure the service had ongoing capacity to provide effective leadership. Both roles were being supported by senior management within the organisation.

This requirement has been met.

3. **By 26 June 2023, extended from 30 April 2023** you must ensure that the environment is maintained to provide therapeutic care and support. In particular, you must:
 - (a) Ensure any damage to the home is quickly repaired to maintain the safety of the environment.
 - (b) Ensure the maintenance to décor and interior furnishings reflects a safe, homely and therapeutic environment that respects the right of young people to live in well maintained home.

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

Improvements: During our monitoring process we found the fixtures of the house to be in good condition, with previous damage now repaired. The space used by [REDACTED] was warm, personalised and of a good standard and [REDACTED] experienced the environment as safe and therapeutic .

This requirement has been met.

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

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The Improvement Notice dated 14 March 2023 is no longer in force.

Yours sincerely



Andrew Sloan

Team Manager

Direct:



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cc: Local Authority – [REDACTED] – Inverclyde Council



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