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Darroch Nursing Home Limited
 17 Darroch Way
 Seafar
 Cumbernauld
 North Lanarkshire
 G67 1PZ

17 June 2021
 2021383161
 CS2003010565

Dear Sirs

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 4 June 2021 you were served with an Improvement Notice in relation to Darroch Nursing Home, 17 Darroch Way, Seafar, Cumbernauld, North Lanarkshire, G67 1PZ, 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.

The Care Inspectorate has decided to extend 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:

Improvement

1. By **1 July 2021**, extended from **16 June 2021**, you must ensure that the premises are clean and suitable for the provision of a care service.

This must include, but is not limited to:

- a) All areas and equipment used within the home are free from contamination and are cleaned and disinfected effectively,
- b) Effective arrangements are in place which prevent and control the spread of infection, including effective cleaning schedules with regular quality assurance checks to ensure that the environment is consistently safe, clean, and well maintained, and

- c) Staff have access to and use the correct cleaning materials in line with current Health Protection Scotland Guidance on COVID-19 in Care Settings

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

2. **By 1 July 2021**, extended from **16 June 2021**, you must ensure that people experience a service where staff have the appropriate knowledge and understanding of effective Infection Prevention and Control practices

This must include, but is not limited to:

- a) regular quality assurance and staff practice checks to ensure infection prevention and control training is being put into practice throughout the care service, and
- b) all staff are correctly using, maintaining and caring for the cleaning equipment.

This is in order to comply with Regulations 4(1)(a) and (d) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

3. **By 1 July 2021**, extended from **16 June 2021**, you must ensure that safe infection control practices are followed at all times.

In particular, you must:

- a) set out clear roles and responsibilities for staff around infection prevention and control,
- b. improve communication between staff and management in relation to infection prevention and control,
- c. ensure staff know and understand best infection prevention practice,
- d. implement management and leadership measures to ensure that care is delivered in a way which promotes good infection control practices; this must include implementing robust and transparent quality assurance processes, and
- e. ensure that where there are indications of poor infection control practice, action is taken promptly to address this, and a record is maintained of all improvements made.

This is in order to comply with Regulations 3, 4(1)(a) and (d) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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.

A copy of this notice has been sent to the local authority within whose area 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

[Redacted signature]

Mattie Crossley

Team Manager

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cc: [Redacted] North Lanarkshire Council
[Redacted]