



website: www.careinspectorate.com
telephone: 0345 600 9527
email: enquiries@careinspectorate.gov.scot
Twitter: @careinspect

Sent by email to: [REDACTED]

Hillside School (Aberdour) Ltd
Main Street
Aberdour
Burntisland
KY3 0RH

8 April 2024
2023383317
CS2003007038

Dear Sir/Madam

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On **26 January 2024** you were served with an Improvement Notice in relation to Hillside School, Main Street, Aberdour, Burntisland, KY3 0RH, 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:

Improvements

1. By 24 May 2024, extended from 16 February 2024, you must ensure that no child or young person is subject to restraint, unless it is the only practicable means of securing the welfare and safety of the child or young person. In particular you must:

- a) ensure there is a robust review of approved restraint techniques, an evaluation of how these are used and the impact that high risk holds have on the children and young people.
- b) ensure that all children and young people's personal plans and risk assessments are appropriately detailed and updated regularly in relation to the use of restraint and restrictive practices. Ensure clear guidance is given to staff about safe strategies to use, based on the individual needs of the children and young people.

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- c) ensure that individual de-briefs are carried out with staff following all incidents where restraint has been used and that analysis of the strategies used by staff identifies staff learning to improve future practice.
- d) ensure that any use of restraint is documented, includes pertinent detail and is shared timeously with relevant partner agencies including the social work department, the Care Inspectorate and any other relevant agencies.
- e) ensure that restraint practices are effectively overseen by management to ensure staff compliance with training standards.
- f) ensure managers analyse and review incidents where restraint has been used to decipher any patterns and learning needs for the staff team.
- g) ensure any incidents of improper use of restraint are dealt with appropriately.
- h) ensure that staff have been trained in restraint and restrictive practice and are competent to meet the needs of children and young people.

This is in order to comply with Regulation 4(1)(a), Regulation 4(1)(c) and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. By 24 May 2024, extended from 1 March 2024, you must ensure that the child and adult protection practice is reviewed and developed. This review must be informed by effective analysis of safeguarding issues. This is to ensure the safety of children and young people. In particular you must:

- a) ensure that child and adult protection procedures and policies are reviewed and updated to reflect current best practice guidance.
- b) ensure that staff who have lead responsibility for safeguarding and protection receive appropriate training. This is to ensure that they make appropriate timely decisions and involve all relevant partners to ensure the safety and protection of children and young people.
- c) ensure all staff are provided with up-to-date child and adult protection training in relation to their roles and responsibilities in the protection of children and young people and are fully supported to embed this training in practice.
- d) ensure robust oversight by senior managers of child protection concerns which may arise to strengthen reflection within the staff team and support learning for future practice.
- e) ensure that child protection, adult protection and safeguarding concerns are reported to the appropriate agencies, including the social work department and any other relevant agencies.

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

3. By 24 May 2024, extended from 8 March 2024, you must ensure that at all times suitably qualified and competent persons are working in the care service in such

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numbers as are appropriate for the health, welfare and safety of children and young people, and that there are processes in place to identify and appropriately respond to any concerns about staff competence and practice. This is to ensure the safety of children and young people. In particular you must:

- a) ensure that [REDACTED] have the relevant skills and training to identify and respond to staff competence and practice issues.
- b) ensure that your whistleblowing policy is reviewed, updated and appropriately followed in all instances.
- c) ensure that your policies are followed in relation to concerns about staff practice resulting in misconduct, and that these are notified to the appropriate registration bodies and the Care Inspectorate. This should include review and notification of any previous incidents of staff misconduct.
- d) ensure that learning from staff competence and practice issues improves practice across the staff team.
- e) ensure that all staff have applied to register with appropriate bodies.

This is in order to comply with Regulation 4(1)(a), Regulation 7 and Regulation 15 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

4. By 24 May 2024, extended from 23 February 2024, you must ensure that there are effective systems in place for the identification, assessment, analysis, management and mitigation of risk. You should ensure that there are tools in place and implemented to support methodical and systematic approaches to better understand risk and its presentation. This is to ensure the safety of children and young people and ensure they receive high quality consistent care and support. In particular you must:

- a) ensure that all staff are provided with and attend training on risk assessment and risk management. This should include, but is not limited to, training on [REDACTED]
- b) ensure that all staff have appropriate supports from managers to implement their training in practice and understand their role to protect children and young people and minimise risk.
- c) ensure that there are appropriate processes in place and implemented to conduct staffing needs assessments, and that staffing levels are adequate to always meet the assessed level of risk within each house.
- d) ensure assessed and agreed young people to staff ratios are always adhered to.
- e) ensure that personal plans and risk assessments are updated regularly with positive approaches to individualised risk reduction and achieving positive outcomes for children and young people.
- f) ensure there are appropriate quality assurance systems of risk assessment and risk management practice in place and implemented.

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This is to comply with Regulation 4(1)(a), Regulation 5 and Regulation 15 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/ 210).

5. By 24 May 2024, extended from 15 March 2024, you must ensure there is evaluative scrutiny and oversight of all aspects of the care provision within the service. This is to ensure that children and young people experience high quality, consistent care and support. In particular you must:

- a) ensure there is effective observation of staff interaction with children and young people, with close attention paid to decision making and communication. Appropriate action should be taken if any concerns are identified.
- b) review the use of consequences and sanctions, to ensure they are not negatively impacting on the rights and wellbeing of children and young people.
- c) ensure that the roles and responsibilities of [REDACTED] are well defined to allow regular oversight and scrutiny of practice.
- d) ensure that personal plans and risk assessments are regularly updated. Ensure they include relevant detailed information with specific strategies for staff to follow to ensure safety and positive outcomes for children and young people.

This is to comply with Regulation 3, Regulation 4(1)(a) and Regulation 5 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 sincerely

[REDACTED]

Mary Morris

Team Manager

Direct: [REDACTED]

Email: mary.morris@careinspectorate.gov.scot

cc: Local Authority – [REDACTED] Fife Council
[REDACTED] [@fife.gov.uk](mailto:[REDACTED]@fife.gov.uk)

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