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Park Homes (UK) Limited
7c Fairfax House
Wool Gate
Cottingley Business Park
Bingley
Bradford
BD16 1PE

25 October 2024
2024383351
CS2021000288

Dear Park Homes (UK) Limited

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 6 September 2024 you were served with an Improvement Notice in relation to Carlingwark House, Carlingwark Street, Castle Douglas, DG7 1TH 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 improvement(s) to be made, and the period within which it/they were to be made.

The Care Inspectorate has decided to extend the timescale within which some of 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. By 30 December 2024, extended from 18 October 2024, to ensure the safety, health, dignity and wellbeing of people experiencing care, the level of staffing on each shift must be adequate to provide the assessed level of support to people at all times. This must include, but is not limited to:

- a) there must be sufficient staff on duty who are competent and who are meeting the physical and social support needs of people using the service;
- b) staff must be deployed appropriately to ensure that people receive assistance with their care needs at times that meet their needs and preferences;
- c) undertake a thorough evaluation of all the current needs of people who use the service and use the findings to ensure that there are sufficient staff on duty; and
- d) assessed staffing levels must take into account the layout of the building and communal areas.

This is in order to comply with section 7(1)(a) & (b) and (2) of the Health and Care (Staffing) (Scotland) Act 2019.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY

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2. By 30 December 2024, extended from 18 October 2024, you must promote the health, welfare and safety of people experiencing care and protect them from harm. This must include, but is not limited to:

- a) a system is implemented to enable oversight of any incidents that occur;
- b) thorough investigations are conducted following serious incidents; and
- c) any incidents or Adult Support and Protection concerns are recognised and reported timeously to the Care Inspectorate and relevant bodies, with actions taken to mitigate identified risks.

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

3. By 11 November 2024, extended from 18 October 2024, you must ensure that people experiencing care are supported in an environment that is safe and clean and procedures for the prevention and control of infection are in place and being implemented. This must include, but is not limited to:

- a) ensure that the premises, furnishings, and equipment are clean, tidy and well maintained at all times;
- b) implement a process to ensure the standard of cleanliness throughout the home is maintained in line with 'Antimicrobial Resistance and Healthcare Associated Infection Scotland' (ARHAI) good practice guidance; and
- c) ensure staff are trained and competent in safe infection prevention and control practice and implement this in the work that they do.

This is in order to comply with Regulations 3, 4(1)(a), 4(1)(d) and 9(2)(b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 8(1)(a) of the Health and Care (Staffing)(Scotland) Act 2019.

4. By 30 December 2024, extended from 18 October 2024, you must ensure that people experiencing cares' health and wellbeing needs are accurately monitored and recorded to meet people's individual outcomes. This must include, but is not limited to:

- a) there is a clear system, which is being implemented, for ongoing daily recording documentation when this is required;
- b) personal plans provide clear information on the health and care needs that require to be monitored and requisite actions to be taken;
- c) staff are aware of the importance of accurately completing documentation and their accountability in line with their professional Codes of Practice;
- d) documentation is accurately completed at the time the support is provided; and
- e) documentation is part of the service's audit process to ensure the health, welfare and safety needs of people are being met.

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

5. By 29 November 2024, you must ensure people experiencing care receive a service which is well led and managed. You must support better outcomes through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes. This must include, but is not limited to:

- a) assessment of the service's performance through effective audit and analysis;
- b) where areas for improvement are identified through audit: -
 - i) implement action plans which set out specific, achievable, and realistic actions required to address the areas for improvement.
 - ii) put in place and implement a process by which actions will be measured to ensure positive outcomes are achieved for people experiencing care; and
 - iii) set out detailed timescales for completion/review.
- c) ensuring all staff are accountable for and carry out the required remedial actions set out within action plans; and
- d) reviewing the effectiveness of actions put in place to ensure these elicit positive outcomes for the health, safety, and welfare of people experiencing care.

This is in order to comply with Regulations 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

6. By 1 December 2024 you must ensure people are experiencing care that promotes dignity and choice in an environment that has sufficient bathing and showering facilities. This must include, but is not limited to:

- a) ensure there are accessible shower facilities for people's assessed needs;
- b) enable people to maintain independence and choice as regards the facilities they use; and
- c) when people's choice of bathing and showering facility cannot be met, the reason for this must be clearly recorded with the actions taken to address this.

This is in order to comply with Regulations 4(1)(a) & (b) and 14(d) 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.

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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 signature]

Jacqueline Young
Team Manager

Direct: [Redacted]

Email: Jacqueline.young@careinspectorate.gov.scot

cc: Local Authority – [Redacted], Dumfries & Galloway Council

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