



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

Sent by email to: [REDACTED]

FTS Care Ltd
27 North Bridge Street
Hawick
TD9 9BD

17 July 2024
2024383327
CS2009228597

Dear FTS Care Ltd

COMPLIANCE WITH IMPROVEMENT NOTICE

On 29 March 2024 you were served with an Improvement Notice in relation to Elmbank House, 11 Duke Street, Denny, FK6 6NR 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 13th July 2024, extended from 17 May 2024, the provider must ensure that they have made proper provision for the health, welfare and safety of the children and young people in the service. This should include ensuring that they are kept, and feel, safe and experience a nurturing environment that promotes positive outcomes.

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In particular you must:

- a) Ensure that staff have the appropriate skills and training to assess and put effective measures in place to promote young people feeling safe and secure.
- b) Ensure that staff are appropriately trained in trauma informed care to promote the safety and wellbeing of children and young people and that outcomes are consistently evaluated. Any gaps in staff skill or knowledge must be addressed through further training and supervision.
- c) Ensure that care plans address the individual assessment of children and young people. Staff must receive appropriate training in relation to care planning. Care plans must be reviewed regularly and updated to reflect the changing needs and support for children and young people.
- d) Ensure that risk assessments, including those dealing with restrictive practices and the impact of risk for all children and young people in the service, are accurately documented and reviewed in line with new information.

This is to comply with regulation 4 (1)(a) and (c) and 5, of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010) and section 8 of the Health and Care (Staffing) Scotland Act 2019 (as substituted for regulation 15(b) the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210).

Improvements:

- Identified training has been undertaken within the service and planned training is being monitored and recorded.
- Young people's documentation appropriately considered risks in relation to restrictive practices.
- Support [REDACTED] was supporting improvements in relation to developing a reflective culture, a trauma informed workforce, providing consultation and practice based supervision for senior management.

This improvement has been complied with.

2. By 19 April 2024, the provider must ensure that children and young people experience an environment which is kept in a good state of repair and is decorated and maintained to a standard appropriate for the care service. In particular, you must:

- a) Undertake and evidence regular and thorough safety checks of the property to ensure that any repairs, health and safety concerns are identified and responded to promptly. You must ensure that repairs are undertaken without undue delay.
- b) Improve the personalisation of children's bedrooms in accordance with their preferences.
- c) Ensure bedrooms are routinely cleaned and free from broken furniture.

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- d) Ensure children have the required support to maintain their rooms in a hygienic condition by staff who are trauma informed in their approach.

This is to comply with regulation 4 (1)(a) and Regulation 10 of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010).

Improvements:

- Safety checks were in place and minimum cleanliness standards had been developed and discussed with staff to ensure shared understanding.
- Redecorated rooms were of an improved standard and some rooms were more personalised.
- No outstanding repairs were evident.

This improvement has been complied with.

3. By 28 April 2024, you must ensure, having regard to the size and nature of the care service, the statement of aims and objectives, and the number and needs of service users, that, at all times, there are suitably qualified and competent persons working in the care service in such numbers as are appropriate for the health, welfare, and safety of service users. In particular you must:

- a) Ensure the manager is supernumerary at all times.
- b) Develop a framework to regularly undertake staffing needs analysis to review staffing levels required within the service based on the needs of the children and young people.
- c) Develop a service training plan that is informed by the needs of children and young people using the service.
- d) Ensure [REDACTED] has access to effective practice-based supervision to support them to be effective in their role.

This is to comply with regulation 4 (1)(a) and Regulation 15 of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010).

Improvements:

- The [REDACTED] has been supernumerary at all times.
- A staffing needs analysis is in place and the service continue to review and improve this document in line with advice and guidance provided during the improvement notice visits.
- A service training plan has been developed and this was found to be detailed and comprehensive.

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- Practice-based supervision to support the external manager has been introduced and was well received by the supervisee.

This improvement has been complied with.

4. By 17 May 2024, the provider must ensure that they have a suitable admissions policy and process in place. This is to protect the health, welfare and safety of children and young people in the service. In particular you must:

- Ensure that matching assessments incorporate staff resources, skill and experience when considering admissions in order that the needs of children and young people can be met.
- Carry out a review of the service's admissions procedure in relation to children who are placed on an emergency basis [REDACTED] to reflect on lessons learned. This review and the outcome should be submitted to the Care Inspectorate.

This is to comply with regulation 4 (1)(a) of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010).

Improvements:

- Admissions policy and matching assessment documentation has been reviewed and updated.
- A lessons learned activity was undertaken as part of the above review and this informed a related action planning. This information was provided to the Care Inspectorate for consideration.

This improvement has been complied with.

5. By 17 May 2024 the provider must improve the strategic vision for the service to ensure that positive outcomes for children are promoted. In particular you must:

- Ensure that a high-quality SMART service development plan that clearly outlines the strategic vision is in place for the service and that staff are fully involved in its development and implementation.
- Demonstrate that robust quality assurance systems are in place and implemented by managers with the appropriate knowledge and skills to improve the quality of reflective practice and promote positive outcomes for children.

This is to comply with regulation 4(1)(a) of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010).

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Improvements:

- A service development plan is now in place and is relatively comprehensive.
- A framework for practice reflection is being implemented and improvements in these frameworks were noted.
- A range of quality assurance mechanisms are in place and the service have welcomed further advice on their development.
- We have been offered assurance that a new information technology system is being implemented which will significantly and positively enhance quality assurance within the service and across the organisation.

This improvement has been complied with.

6. By 12 July 2024, extended from 19 April 2024, the provider must ensure that robust safer recruitment practices are in place and consistently applied so that they are only employing staff who are fit to be employed in the service. In particular you must:

- a) Ensure the senior management team have a clear understanding of their roles and responsibilities in this area and are confident in processes.
- b) Implement effective senior management and HR assurance processes to support safer recruitment practice.
- c) Ensure suitable reference checks have been undertaken and received prior to the commencement of any new employment.
- d) Ensure that there is robust recording relating to recruitment practices.

This is to comply with regulation 9 of The Social Care and Social Work Improvement (Scotland) (Requirement for Care Services) Regulations 2011 (SSI 2011/2010).

Improvements:

- A new information technology system is in the process of being introduced to the service which will significantly and positively enhance quality assurance within the service and across the organisation.
- A number of interim measures have been put in place until the new information technology system is in place within the service. These offer additional safeguards through increased monitoring, risk assessment and reporting mechanisms to ensure safe staffing within the service.

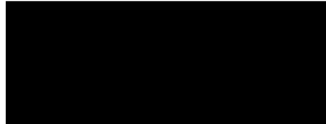
This improvement has been complied with.

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

The Improvement Notice dated 29 March 2024 is no longer in force.

Yours sincerely



Alison Jamieson

Team Manager

Direct: [REDACTED]

Email: alison.jamieson@careinspectorate.gov.scot

cc: Local Authority – [REDACTED] Falkirk Council

[REDACTED]
[REDACTED]