



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

Sent by email to: [REDACTED]
[REDACTED]

Karma Healthcare Limited
1 Moorfield Lane
Gourock
PA19 1LN

13 June 2023
2022383243
CS2007166441

Dear Sirs

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 26 October 2022 you were served with an Improvement Notice in relation to Karma Healthcare Ltd, 1 Moorfield Lane, Gourock, PA19 1LN, 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 the improvement(s) 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 26 July 2023 extended from 15 March 2023 and previously 25 January 2023**, you must improve procedures and practice for medication management to ensure that medication is managed and administered safely. In order to achieve this you must, at a minimum, ensure:

- a. all staff are trained in medication management which effectively equips them to provide medication support safely and staff's practice and competency is regularly assessed, and adequate records are maintained;
- b. daily work schedules and care plans include the correct information in relation to medication administration support for people using the service;
- c. all service users being supported with medication are risk assessed by an appropriately skilled person to identify the level of support required, for example, in relation to prompting, assistance and administration;

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

We have offices across Scotland. You can find details at careinspectorate.com

- d. staff are able to distinguish the different levels of support service users require and know what steps to take if someone's needs change;
- e. accurate records are kept for all medications being administered, including as required medication and medications not included in dosette boxes; and
- f. any changes to a service users' prescription are clearly documented and are checked against medication records on delivery to ensure accuracy.

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

2. By 26 July 2023 extended from 15 March 2023 and previously 25 January 2023, you must ensure that service users experience a service which is well led and managed, and which results in better outcomes for them. In order to achieve this you must, at a minimum, ensure:

- a. there is a quality assurance system in place to support a culture of continuous improvement;
- b. an effective action plan is in place and is being implemented, which sets out specific actions within reasonable timescales to address identified areas for improvement and requirements;
- c. quality assurance activities such, as audits and competency checks, are completed to support staff practice and improvement;
- d. quality assurance data is analysed to inform the actions required to support positive outcomes for service users, staff learning, and the service's improvement plan; and
- e. information about accidents, incidents, complaints, and concerns are logged and appropriate actions taken.

This is to comply with Regulation 3 (Principles) and Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

3. By 25 January 2023, you must ensure all people using the service have an up-to-date personal plan. In order to achieve this, you must, at a minimum, ensure:

- a. all service users have a current personal plan in place that accurately reflects their assessed needs;
- b. all personal plans are reviewed at six-month intervals, or more frequently if a significant change in need occurs;
- c. you involve service users and their families and representatives in personal plan development and review;
- d. specific risk assessments inform all personal plans;
- e. risk assessments and care plans are completed by appropriately skilled staff; and
- f. information held on daily schedules accurately reflects the content of the personal plan.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at [careinspectorate.com](https://www.careinspectorate.com)

This is to comply with Regulation 4(1)(a) (Welfare of users) and Regulation 5 (2)(a)(b)(c) & (d) (Personal plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement has been met.

4. By 26 July 2023 extended from 15 March 2023 and previously 25 January 2023, you must ensure the delivery of safe and responsive care and practice. In order to achieve this you must, at a minimum, ensure:

- a. support visits are planned and arranged based on priority criteria that is informed by assessed need and risks;
- b. staff members responsible for the scheduling of visits demonstrate an understanding of their role, duties, and the actions that are required of them to ensure visits are provided as required;
- c. staff working in the service work within the parameters of their registration, roles, and responsibilities;
- d. oversight of planned visits is in place to ensure appropriate action is taken in the event of a planned visit not taking place or being late; and
- e. the registered manager of the service oversees the performance of staff who carry out and manage visits to service users and ensure they are supervised and appraised. Conversations with staff regarding their performance are recorded, followed up, and required remedial actions taken as necessary.

This is to comply with Regulation 3 (Principles) and Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

5. By 11 August 2023 extended from 15 March 2023, you must ensure that service users care and support benefits from a culture of continuous and sustained improvement. This must include, but is not limited to, quality assurance activity which is effective in sustaining improvements to the service and improving outcomes for service users.

This is to comply with Regulation 3 (Principles) and Regulation 4(1)(a) (Welfare of users) 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.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at [careinspectorate.com](https://www.careinspectorate.com)

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



Shona Shelton
Team Manager

Direct [REDACTED]

Email shona.shelton@careinspectorate.gov.scot

cc: Local Authority – Inverclyde Council

[REDACTED]@inverclyde.gov.uk
[REDACTED]inverclyde.gov.uk
[REDACTED]@inverclyde.gov.uk
[REDACTED]@inverclyde.gov.uk
[REDACTED]@inverclyde.gov.uk

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at careinspectorate.com

ILA2