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Karma Healthcare
1 Moorfield Land
Gourock
PA19 1LN

11 October 2021
2021383188
CS2007166441

Dear Sirs

COMPLIANCE WITH IMPROVEMENT NOTICE

On 24 September 2021 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 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.

1. By 5 October 2021, you must ensure service users' health, safety and well-being needs are met by identifying 'named staff' that are accountable and responsible for the governance and management of the daily schedule of planned visits that people require. The action you take must include, but is not limited to:

- a) a rota is made available that shows the name of the staff member/s who hold responsibility for the scheduling of visits from the first planned support visit up until the last planned support visit each day;
- b) support visits are planned and arranged based on priority criteria that is informed by assessed need and risks;
- c) the staff member responsible for the scheduling of visits must demonstrate an understanding of their role, duties and the actions that are required of them to ensure visits are provided as required;

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- d) written guidance defining the role, responsibilities and duties for 'named staff' that manage the schedule of planned visits must be in place and used to measure performance; this must also include the escalation of actions to take in the event of a planned visit not taking place; and
- e) the registered manager of the service must oversee the performance of the 'named staff member/s' who hold responsibility for scheduling of planned visits, and a record must be in place to demonstrate this.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI/2011/210) Regulations 4 (1) (a); 15 (a) and 18.

We assessed that this improvement area had been complied with.

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

The Improvement Notice dated 24 September 2021 is no longer in force.

Yours faithfully

[REDACTED]

Marie McKerry

Service Manager

Sending office: Paisley

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