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Renaissance Care (No1) Limited
Renaissance Care Ltd
Archibald Hope House
Eskmills Park, Station Road
Musselburgh
EH21 7PQ

3 June 2024
2024383330
CS2019378593

Dear Renaissance Care (No1) Limited

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On **24 April 2024** you were served with an Improvement Notice in relation to Kingsmills Care Home, 10 Kingsmills Park, Inverness, IV2 3RE, 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 one improvement 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 May 2024**, you must ensure that service users experience safe and compassionate care and treatment that meets their health, safety and wellbeing needs and preferences. This includes but is not limited to support with falls, skin integrity, stress and distress, and moving safely.

In particular, but not exclusively, you must ensure that:

a) Staff responsible for clinical oversight have the necessary skills and knowledge to assess service users' health, safety and wellbeing needs, including when there is a significant change in those needs.

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- b) Managers, nursing and care staff understand and fulfil their roles and responsibilities in relation to promptly identifying, reporting and responding when there are changes in service users' health, wellbeing or safety needs, including when service users may be unhappy or at risk of harm.
- c) Staff at all levels must take appropriate actions as are necessary to ensure that service users consistently experience safe and compassionate care, ensuring service users receive assistance that meets their care needs and preferences at all times.
- d) Service users' assessments, care plans and any relevant supporting documents set out service users' health, safety and wellbeing needs and preferences and how they should be met, including when there is a significant change to those needs.
- e) Where relevant, staff must fully inform multi-disciplinary team professionals about service users' current health and wellbeing needs in order to ensure people receive the right care, support and treatment.

This is in order to comply with Regulation 4(1)(a), Regulation 4(2) and Regulation 5(2)(b)(ii) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

There is improved clinical oversight. Concerns about people's health, safety and wellbeing have reduced because appropriate action is being taken by staff to promptly identify and report concerns about service user's wellbeing or safety needs. Care plans and supporting documents have been reviewed. Families and staff are more confident about raising concerns. Appropriate notifications are being submitted to the Care inspectorate and other professionals following incidents or accidents to ensure these are being dealt with properly.

This required improvement has been met.

2. By 26 May 2024, you must ensure that there is effective governance at service level to monitor and manage quality of care and effectively identify and drive improvements in the service. This should include, but need not be limited to including, the wellbeing and safety of residents and staff practice. In particular you must ensure that:

- a) There are systematic and effective quality management, quality assurance and early warning systems in place to identify risks and drive improvement in the care service.
- b) There is effective and meaningful monitoring in areas of staff practice, including, but not limited to, moving and handling, prevention of falls, skin integrity, stress and distress and the care and support needs of residents are met at all times.
- c) That where there are indications of poor practice, this is recognised and prompt action is taken to address this.
- d) Staff responsible for assessing service users' health, safety and wellbeing needs and planning their care, inform staff and relevant colleagues of any changes that have been made to service users' care plans.

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e) That staff are appropriately managed and are well led.

This is in order to comply with Regulation 3 and Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 7 of the Health and Care (Staffing)(Scotland) Act 2019.

The provider has ensured effective management and leadership of the service is in place. The management team is visible throughout the home and have a good overview of people's needs and issues they were experiencing. Effective quality management and quality assurance systems are in place. These are being used to identify risks and learn from incidents or complaints and drive improvements. Staff are appropriately managed and leadership of the staff team has improved. Where changes have been made to people's care plans, these have been shared with relevant staff. Where there have been indications of poor practice these have been addressed.

This required improvement has been met.

3. By 14 July 2024, extended from 26 May 2024, you must ensure that people are supported at all times by sufficient numbers of suitably skilled staff to meet their health, safety and wellbeing needs. This must include, but is not limited to, ensuring people's emotional wellbeing needs are met, particularly people who experience stress and distress. In particular you must ensure that;

- a) Staffing levels and skill mix are informed by an effective process for assessing each service users' care and support needs and how many staff hours are needed to meet service users' needs, including when there is a significant change in those needs.
- b) There are enough suitably qualified, knowledgeable and skilled staff on shift at all times to meet service users' care needs and preferences at all times.
- c) That staff are conversant with service users' needs and are deployed effectively throughout the care service according to their skill set.
- d) That staff have the right knowledge, competence and skills to safely care and support service users. This includes but is not limited to moving and handling and stress and distress training.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and sections 7 and 8(1)(a) of the Health and Care (Staffing)(Scotland) Act 2019.

The service took immediate action to address staffing levels and skill mix and introduced measures to regularly monitor people's safety and wellbeing in the unit downstairs. This has had a positive impact on people's outcomes. For example, there has been a reduction in the number of falls. However, in the unit upstairs, staff were

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not always available to respond to people during monitoring visits, which put people's safety at risk.

The service has made significant progress with providing moving and handling training. We saw evidence that most care staff have completed training in this area since the Improvement Notice was issued. This has made a positive difference in their practice. However, an insufficient number of staff have completed stress and distress training in the same period. The service plans to meet this target over the next few weeks.

This requirement has not been fully met and has been extended to 14 July 2024.

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.

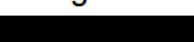
A copy of this notice has been sent to the local authority within whose area the service is provided.

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



Debbie MacKinnon
Team Manager

Direct: 

Email: debbie.mackinnon@careinspectorate.gov.scot

cc: Local Authority –  – Highland Council



NHS Highland – 

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