



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

Sent by email: [REDACTED]

Highland Council
Council Headquarters
Glenurquhart Road
Inverness
IV3 5NX

4 May 2023
2023383270
CS2003013517

Dear Sirs

IMPROVEMENT NOTICE
SECTION 62 PUBLIC SERVICES REFORM (SCOTLAND) ACT 2010 ("the Act")

Social Care and Social Work Improvement Scotland (hereinafter referred to as "the Care Inspectorate") has concluded that Mount Pleasant Nursery, Mount Pleasant Primary School, Castletown Road, Thurso, KW14 8HL is not operating in accordance with the requirements of Regulations made under the Act. The Care Inspectorate hereby gives you notice that unless there is a significant improvement in provision of the service, it intends to make a proposal to cancel your registration in terms of section 64 of the Act. The nature of the improvements to be made, and the period within which they must be made, are specified below.

Improvements

1. **By 19 June 2023**, you must ensure that children's health, welfare and safety needs are consistently met. In particular you must ensure that:

- a) every child has a comprehensive and up-to-date personal plan that outlines how staff should meet their current health, welfare and safety needs, and
- b) all staff must use the information within the personal plans to meet children's health, welfare and safety needs

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

2. **By 19 June 2023**, all required improvements to children's health, welfare and safety needs must be identified and addressed through effective quality assurance processes.

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

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IN1

Page 1 of 2

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)

Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

A copy of this notice has been sent to the local authority within whose area the service is provided as required by section 62(2) of the Act.

Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand

Yours sincerely

[Redacted Signature]

Fiona Murray

Team Manager

Direct: [Redacted]

Email: fiona.murray@careinspectorate.gov.scot

cc: Local Authority – [Redacted] Highland Council
[Redacted] [@highland.gov.uk](mailto:[Redacted]@highland.gov.uk)

[Redacted] [@highland.gov.uk](mailto:[Redacted]@highland.gov.uk)

[Redacted] [@highland.gov.uk](mailto:[Redacted]@highland.gov.uk)

[Redacted] [@highland.gov.uk](mailto:[Redacted]@highland.gov.uk)

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Page 2 of 2