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Chief Executive: Karen Reid
Chair: Paul Edie

Recorded delivery

MMCG and Countrywide Care Groups
Westcourt
Gelderd Road
Leeds
LS12 6DG

06 June 2016
2016347871
CS2013319182

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 Parksprings Care Home, Westcourt, Gelderd Road, Leeds, LS12 6DB is not operating in accordance with requirements and/or conditions imposed by or under the Act, or 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.

Improvement

1. By 31 October 2016, you must demonstrate to the Care Inspectorate that there is a care plan for each and every service user which sets out how the service user's health, welfare and safety needs are to be met. In order to do this you must ensure that each plan records:-

   (i) The current healthcare needs and preferences of service users and how staff are to support these needs effectively.
   (ii) Nutritional and wound care needs. Dietary care plans must specify any intervention required and be continuously monitored and updated to identify change.
   (iii) Details of skin trauma and any intervention required.

   This is in order to comply with Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011(SS112011/210).

care inspectorate

2. By 31 October 2016 you must demonstrate to the Care Inspectorate that there are, at all times, suitably qualified and competent persons working in the service in such numbers as are appropriate to meet the health and welfare of service users. This must be based on a review of each individual's dependency needs, the results of which will be recorded in each service user's care plan.

    (i) You must ensure staff responsible for carrying out a review of dependencies receive the necessary training in order to identify what the dependency needs are, taking into account the layout of the building, distressed behavior and end of life care.

    This is in order to comply with Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011(SS112011/210)

3. By 30 November 2016, you must demonstrate to the Care Inspectorate that there is a safe recruitment process in place within the service and that it is used prior to the commencement of employment of new staff within the service. The recruitment process must include but need not be limited to including;

    (i) Undertaking professional registration checks with relevant professional bodies.
    (ii) Obtaining written references from previous employers, including the candidate's most recent employer.
    (iii) Obtaining an explanation where there has been a gap in employment history
    (iv) Where conditions are applied to individuals' registration requirements, these must be recorded and reviewed at regular intervals to ensure that they are being adhered to.

    This is in order to comply with Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011(SS112011/210).

4. By 20 June 2016 you must demonstrate to the Care Inspectorate that;

    (i) Medications are administered as instructed by the prescriber. Staff must inform the prescriber of omissions of the prescribed dosage.
    (ii) Medication records are completed, signed and dated by the prescriber.

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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(SS112011/210).

5. By 20 June 2016 you must demonstrate to the Care Inspectorate that;

(i) Service users receiving end of life care have a care plan in place which is updated to reflect their changing healthcare needs
(ii) Anyone receiving end of life care has a completed end of life and anticipatory care plan with evidence that their wishes and requests are recorded in the care plan and have been taken into account.
(iii) Staff must receive training in end of life/palliative care in order to deliver compassionate care in a respectful and dignified way.

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(SS112011/210).

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 for the area in which 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 faithfully

[redacted]

Liz McPake
Team Manager - Older Peoples Services
Direct: [redacted]
Email: liz.mcpake@careinspectorate.com

cc: Paul Dukes, Chief Executive, NHS Lanarkshire
Gerry McCormack, Service Manager for Quality Assurance, North Lanarkshire Council
Colin McKay, NHS Lanarkshire
Tina Chapman, Parksprings Care Home