care inspectorate

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07 July 2016

Countrywide Care Homes (3) Limited
Westcourt
Gelderd Road
Leeds
LS12 6DB

2016347871
CS2013319182

Dear Sirs

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On the 17/06/2016 you were served with an Improvement Notice in relation to Parksprings Care Home, Frood Street, Bellshill Road, Motherwell, ML1 3TA 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 one of 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:

1. By 14 November 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).

2. By 14 November 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 14 December 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. The timescale for this requirement has been extended from 4 July to 14 November 2016. By 14 November 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.

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 July 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).

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 faithfully

[redacted]

Liz McPake
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cc. Gerry McCormack Service Manager for Quality Assurance North Lanarkshire Council
Tina Chapman Regional Manager Parksprings Care Home