



Care Inspectorate
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Recorded Delivery

Mr Gary Hartland
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1 October 2013
2013319919

Dear Sirs

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 20 August 2013 you were served with an Improvement Notice in relation to Pittendreich Care Home, Pittendreich House, Melville Dykes, Lasswade, EH18 1AH 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 (SCSWIS) 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, and a copy is attached.

SCSWIS has decided to increase the timescale within which the improvements 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 the 3 November 2013 you are required to put a system in place to ensure the safe and efficient care and treatment of all bruises, injuries or wounds.
This must include but is not restricted to:
 - a) Undertaking skin assessments of all residents to identify any bruises, injuries or wounds. Assessments should be carried out in keeping with each resident's daily personal care routine

- b) Recording in writing, the findings of the assessments carried out at a) above and taking any required actions to ensure appropriate care and treatment of all bruises, injuries and wounds
- c) Ensuring all wounds have an initial assessment and that this is reviewed on at least a weekly basis and that this results in an up-dated care plan that describes the treatment and rationale for treatment type
- d) Implementing a reporting system to ensure that the manager is routinely informed of all instances where service users have sustained any bruises, injuries and wounds with unknown cause
- e) Implement a system to investigate the reasons or contributory factors for bruises, injuries or wounds which must include recording in writing the outcomes and actions taken.

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

2. By the 3rd November 2013 you are required to put a system in place to ensure that service users who sustain wounds receive appropriate care and treatment from competent suitably qualified staff. In order to achieve this you must:
 - a) Ensure that any assessment, care and treatment is carried out by a competent registered nurse
 - b) Implement a system of regular supervision of staff carrying out wound care and treatment including the checking and monitoring of all records associated with wound care.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 (1)(a) and 15(b).

3. By 3 November 2013 you must:

- a) Put a system in place to audit and monitor staff practice and competency to ensure that you are making proper provision for the health and welfare needs of service users and are protecting them from avoidable risk of harm.
- b) Ensure the system mentioned at a) above makes provision for, but is not limited to:
 - i. Care planning and reviews
 - ii. Pressure area care
 - iii. Management and leadership
 - iv. Staff supervision and clinical observation of practice.
- c) Ensure you have a system to record where you identify any unsatisfactory practices, including the action to be taken to effectively remedy any such practices,

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4 (1)(a)

- 4. By the 3 November 2013 you must ensure that service users receive care and support in a manner which promotes quality and affords service users choice in the way in which their care and support is provided. This should include but is not restricted to:**
- a) Ensuring service users have access to information about choices available to them in day-to-day care
 - b) Where residents are less able to voice their wishes, staff must take into account known preferences and past wishes when offering support
 - c) Ensuring there is a planned schedule of activities for residents to choose from, that this is displayed/distributed in a way that makes it easy for residents to see and to choose and ensure there is sufficient numbers of competent staff to carry out scheduled activities
 - d) Ensuring that day-to-day care and support is offered in a way that affords choice.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4 (1)(b)

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.

In terms of section 101 of the Act you are deemed to have received this notice three days after the date of posting.

A copy of this notice has been sent to the local authority of the area in which the service is provided and to other appropriate local authorities.

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

Steve Butcher
Team Manager
East Area
Tel:

Enc: Copy of section 64 Improvement Notice(s)
Cc: Chief Executive Midlothian Council
Jim Finlayson Care Inspectorate
Mr Mark Cloonan