

RECORDED DELIVERY

St Philips Care Limited
c/o Plant & Co Ltd
17 Lichfield Street
Stone
Staffordshire
ST15 8NA

02 December 2013
2013322357

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 Pittendreich Care Home, Pittendreich House, Melville Dykes, Lasswade EH18 1AH, is not operating in accordance with requirements 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 the 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 17 January 2014 you must ensure that the systems that are in place for monitoring staff practice make provision for, but are not limited to:
 - a) Keeping a written record of observed practice by individual staff members;
 - b) Keeping a written record of the individual staff support and training needs that are identified by the monitoring of practice;
 - c) Preparing a written plan for how you will meet the training or support needs identified for individual staff members and implementing the plan.

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), Regulation 15(a) and Regulation 15(b)

2. By 17 January 2014 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 accurate information about the choices of food available at mealtimes;
- b) Where residents are less able to voice their wishes, staff must be able to demonstrate that they have taken 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
- d) Ensuring that activities are delivered in a way that reflects their individual assessed needs and choices. This should take account of their previous life histories and any previous hobbies or interests

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 3 and regulation 4(1)(b)

3. Within 24 hours you must ensure that there are adequate systems in place for the safe recruitment and deployment of staff in the home. This must include but is not restricted to

- a) ensuring that, where staff are required by law to be registered with an appropriate professional body, for example the Nursing and Midwifery Council, checks on the validity of such registrations are carried out and results clearly evidenced.
- b) ensuring that, where staff will be left in sole charge of the home, they have the necessary skills and experience for the duties they will be carrying out

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 9(2)(b) and regulation 15(a)

It also takes into account the SSSC Codes of Practice for Employers of Social Service Workers 1.2 Checking relevant registers.

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 of 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

Stephen Butcher

Team Manager

East Area

Tel:

cc:

Chief Executive, Midlothian Council

Gary Hartland, Director, St Phillips Care Ltd.

Mark Cloonan, Head of Care, St Philips Care Ltd.

Caroline Rose, Information Governance, Care Inspectorate