



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

Sent by email to: [REDACTED]

Radical Services Limited
2 The Cells
Leeds
LS2 7JU

23 August 2023
2023383282
CS2021000117

Dear Sirs

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 6 July 2023 you were served with an Improvement Notice in relation to South Lodge, Walkerton Drive, Leslie, Glenrothes, KY6 3BT, 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 improvements to be made, and the period within which they were to be made.

The Care Inspectorate has decided to extend the timescale within which some of 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 24 July 2023** you must protect the safety of the young people receiving care. In particular, you must:
 - a. Ensure that comprehensive admission processes and ongoing assessments are in place and are being used to determine the capability of the service to meet the needs of the young people coming into the service and those placed in the service.
 - b. Ensure safeguarding measures, including regularly reviewed risk assessments, are in place and are being used to reduce all identified risks and this is done in collaboration with other relevant agencies.
 - c. Review the whistleblowing policy with staff so all understand and will act on their responsibilities, ensuring you adopt an effective and timely response to all concerns raised by them with you.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at careinspectorate.com

- d. Ensure that concerns regarding staff conduct are investigated in an open and transparent manner with appropriate agencies being formally alerted where required.

This is in order to comply with Regulations 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

The provider has reviewed the current admission paperwork and processes in place and proposed recommendations to amend this documentation to support improved decision making. This will also capture the training needs of staff prior to the young person being placed in the service, and staff profiles have been created regarding skills and experience to support suitable matching.

The provider has completed a full assessment regarding the young people. This will assist the staff team to support the young people more effectively to meet their needs.

The risk assessment process has been reviewed, strengthened and continues to be updated as required. Weekly wellbeing meetings have also been established to discuss risk management plans and goals along with other key professionals.

The service has undertaken specific whistleblowing training with the staff team.

The service has demonstrated that staff conduct matters have been appropriately considered and action taken as required.

This Improvement has been complied with.

2. By 4 October 2023, extended from 7 August 2023 you must ensure that all staff have undertaken relevant training, including training that is specific to, and meets, the needs of young people at South Lodge. In particular you must:

- a. Refresh child protection training to ensure the service is effectively recognising, responding to and reporting child protection concerns
- b. Ensure the safe management of medication within the service, including effective oversight systems
- c. Undertake a staff training needs analysis for all staff working in the service and ensure they undertake the identified training
- d. Create and regularly review and amend the service training plan taking account of the changing needs of young people in the service.

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

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

We have offices across Scotland. You can find details at careinspectorate.com

ILA

3. By 4 October 2023, extended from 24 July 2023 you must ensure quality care, support and protection through the effective management of incidents. In particular you must:

- a. Implement an incident notification and recording process which ensures that key professionals are informed in a timely manner, where appropriate.
- b. Ensure that the response to, and analysis of, incidents results in actions which minimise risks to young people's and staff wellbeing
- c. Ensure that [REDACTED] has the skills, support, knowledge and experience to effectively manage risks to young people's wellbeing; alongside essential oversight by external management.
- d. Notify the Care Inspectorate of incidents in the service in accordance with the Care Inspectorate's guidance entitled "Records that all registered children and young people's care services must keep and guidance on notification reporting" document.

This is in order to comply with Regulation 4(1)(a) and Regulation 7(2)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 53(6) of the Act.

4. By 7 August 2023 you must ensure that there are suitably qualified and competent staff working in the care service, to meet the safety and wellbeing needs of young people. In particular you must:

- a. Implement a comprehensive system for assessing staffing levels, consistency and skill mix at all times, matched to the needs of young people using the service.

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 (SSI 2011/210).

The service has made progress and continues to develop their staffing assessments. This takes into account the plans and needs of young people along with appropriate matching of staff skills and experience.

This Improvement has been complied with.

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.

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

We have offices across Scotland. You can find details at careinspectorate.com

ILA

Yours faithfully



Andrew Sloan
Team Manager

Direct: [REDACTED]

Email: Andrew.sloan@careinspectorate.gov.scot

cc: Local Authority – [REDACTED] – Fife Council
[REDACTED] [@fife.gov.uk](mailto:[REDACTED]@fife.gov.uk)

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

We have offices across Scotland. You can find details at careinspectorate.com

ILA