



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

Intobeige Ltd
 31-40 West Parade
 Newcastle upon Tyne
 NE4 7LB

22 April 2020
 2019378008
 CS2003055110

Dear Sirs

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 08/11/2019 you were served with an Improvement Notice in relation to Spynie - (Care Home), Duffus Road, Elgin, IV30 5JG, 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 the improvements must be made in order to give you a further opportunity to make a significant improvement in the provision of the service. This is because the social distancing restrictions put in place by the government in response to the Covid-19 pandemic, currently prevent us inspecting the care service. As a result, we are unable to assess what progress, if any, has been made in relation to the Improvement Notice at the present time. The revised timescales are as follows:

Improvements

1. **By 30 June 2020, extended from 10 January 2020 and 10 April 2020**, you must ensure that service users' health, safety and well-being needs are met in a manner which promotes their dignity and choice by implementing effective management arrangements for the service. In order to achieve this, you must:
 - a) ensure that there is leadership of each and every shift to deploy staff to work in specific areas within the care service according to their skills and experience and service users' needs, to monitor the delivery of care to service users given by staff and to ensure that service users are receiving a level of care that is sufficient to meet their needs;
 - b) have an effective system in place to identify and minimise risks to service users;
 - c) ensure that service users' care and support is planned, delivered and evaluated with compassion, dignity and respect;
 - d) ensure service users receive care and support that meets their needs and is right for them.

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

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

2. **By 30 June 2020, extended from 10 January 2020 and 10 April 2020**, you must ensure that service users' health, safety and well-being needs are met by implementing effective arrangements for the management of medication. In order to achieve this, you must ensure that:

- a) prescribed medications are readily available and administered safely in accordance with the prescriber's instructions at all times;
- b) 'as and when required' medications are assessed for their effectiveness;
- c) body maps are used to identify the areas of application of creams and emollients and the times that these are to be applied;
- d) the topical medication administration records are fully completed following each administration and the efficacy of the treatment is assessed;
- e) arrangements are in place to quality assure the management of service users' medication, including taking prompt action to identify and address medication management risks that have caused harm, or that may cause harm, to service users' health, safety or wellbeing.

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 (SSI 2011/210).

3. **By 30 June 2020, extended from 10 January 2020 and 10 April 2020**, you must ensure that service users' health, safety and well-being needs are met by implementing effective arrangements for the management of pressure area care and the management of wounds. In order to achieve this, you must:

- a) ensure that all service users have a skin assessment that is documented;
- b) ensure that where a service user has been assessed as at risk of pressure ulcers, their care plan includes:
 - Level of risk and skin integrity status
 - Type of pressure-relieving equipment in use and its settings if using dynamic equipment
 - Frequency of skin checks
 - Frequency of positional changes using a repositioning chart
 - Any other relevant individual care interventions, and;
 - The frequency of the care plan review
- c) Ensure that, where a service user has a wound, there is a care plan in place for each wound, with evidence of a wound assessment/treatment chart, record of prescribed wound care products and evidence of ongoing evaluation of the healing of the wound;
- d) ensure service users consistently receive care and support to prevent skin damage and to minimise the risk of development of pressure ulcers. Where there is skin damage, appropriate care must be delivered to assist in wound healing.

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 (SSI 2011/210).

4. By 10 January 2020, service users must receive high quality care and support which meets their health, safety and wellbeing needs. In order to achieve this, you must always ensure that there are suitably qualified and competent staff working in and deployed across the service in such numbers as are appropriate for the health, welfare and safety of people.

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).

Improvement 4 was complied with on 16 January 2020.

5. **By 30 June 2020, extended from 10 January 2020 and 10 April 2020**, you must ensure that all service users benefit from a robust approach to risk assessment and management which continually improves their safety and protects their wellbeing. In order to achieve this, you must:
 - a) ensure that staff are appropriately trained in how to recognise and respond to risks in order to reduce the occurrence of falls, accidents and incidents and the impact of these on service users;
 - b) record all accidents, incidents and near misses and report these in accordance with the care service's reporting policy and procedures and to the Care Inspectorate and other agencies where necessary;
 - and
 - c) analyse trends in incidents and accidents and identify and adopt measures to continuously improve the management of risk to lead to a reduction in harm and distress for service users.

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 (SSI 2011/210).

6. **By 30 June 2020, extended from 10 January 2020 and 10 April 2020**, you must ensure service users' health, safety and wellbeing needs are met by staff who are appropriately trained, competent and skilled. This must include but is not limited to including:
 - a) risk assessment and management to promote service users' safety;
 - b) providing care in a manner that is compassionate and promotes choice;
 - c) safe and effective medication management;
 - d) safe and effective pressure ulcer prevention and wound care;
 - e) implementation of health and social care standards.

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

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.

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

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 Signature]

Claire Drummond

Service Manager Adult Services

Sending Office: Paisley

Direct: 01786 432940

Email: claire.drummond@careinspectorate.gov.scot

cc: The Chief Executive
Moray Council
High Street
Elgin
IV30 1BX

[Redacted Address]

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