

Recorded Delivery

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

20 August 2013
2013319919

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 15 September 2013 you are required to put a system in place to ensure the safe and efficient care and treatment of service users' bruises, injuries or wounds. This must include but is not restricted to:
 - a) Undertaking skin assessments for all residents to identify any bruises, injuries or wounds. Assessments should be carried out in accordance 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 of the service is routinely informed of all instances where service users have sustained any bruises, injuries or 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 15 September 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 15 September 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
 - (iii) Staff supervision and clinical observation of practice.
- c) Ensure you have a system to record where you identify any unsatisfactory practices of staff, 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 15 September 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 access and to choose and ensure that 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 in order to comply with SSI 2011/210 Regulation 3 and Regulation 4(1)(b)

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: 0131 653 4100

cc: Chief Executive, Midlothian Council
Mr Mark Cloonan