



website: www.careinspectorate.com
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Sent by email:



Wyvis House Care Home Limited
32 Brenkley Way
Bleazard Business Centre
Seaton Burn
Newcastle Upon Tyne
England
NE13 6DS

08 February 2022
2021383195
CS2008188661

Dear Sirs

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 24 December 2021 you were served with an Improvement Notice in relation to Wyvis House Care Home, Station Road, Dingwall, IV15 9FF, 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. The revised timescales are as follows:

1. **By 14 March 2022, extended from 31 January 2022**, people receiving care must experience an environment that is clean and hygienic.

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

In particular you must but is not limited to:

- a. De-clutter further the environment to help facilitate effective cleaning. This must include communal bathrooms, cupboards, behind laundry equipment, and the general care home environment; to include staff offices and break rooms.
- b. Implement enhanced cleaning schedules which are carried out throughout the day and into the night; ensuring that they set out who is responsible; frequency of cleaning; and method of cleaning.
- c. Improve cleaning schedule recordings; ensuring that they demonstrate compliance with all current national guidance and best practice.
- d. Replace damaged PPE station storage drawers; ensuring they are clean and free from the risk of cross contamination.
- e. Implement and fully document a robust system of quality assurance and oversight; ensuring that measures in place comply with your legal responsibilities around infection, prevention, and control.

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

2. By 14 March 2022, extended from 31 January 2022, people receiving care must experience an environment with well looked after and clean furnishings and equipment.

In particular you must but is not limited to:

- a. Assess the quality and condition of mattresses and soft furnishings; identify those that require to be replaced and implement an improvement plan with appropriate replacement timescales.
- b. Implement further a robust audit process to evaluate and assess the mattresses and soft furnishings on an ongoing basis; ensuring that these are fit for purpose and necessary actions taken to replace these if needed.

This is in order to comply with Regulation 10(2)(b) and (d) 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.

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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.

Yours faithfully



Claire Pierce
Service Manager

Direct: [REDACTED]

Email: [REDACTED]

cc: Local Authority:
Chief Executive, Highland Council - [REDACTED]