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[REDACTED]

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

23 March 2022
2021383195
CS2008188661

Dear Sirs

COMPLIANCE WITH IMPROVEMENT NOTICE

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.

As there has been a significant improvement in the service, the Care Inspectorate has decided not to proceed to make a proposal to cancel the registration of the service. Our conclusions about the improvements made are noted below.

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

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.

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- 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).

There had been steady progress by the provider in working towards meeting this requirement. We were satisfied that the environment was clean and tidy, and infection guidance followed to promote a safe environment for all. There was a good standard of cleanliness throughout the home and the premises looked tidy.

PPE stations were plentiful well stocked and clean. Shared equipment, hoists, shower chairs etc. were being cleaned between use. The service were using green tags which provided good visual evidence of having being cleaned and ready for reuse.

Cleaning schedules demonstrated regular cleaning of public areas and bedrooms and ongoing deep cleaning throughout the home. Enhanced cleaning of frequently touched areas were appropriately recorded and from this we could see cleaning was happening at regular intervals throughout the day and into the evening. Cleaning audits were beginning to be audited. This will help ensure that current progress can be sustained.

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.

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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).

Staff confirmed that they had completed monthly audits for all mattresses, wheelchair and pressure cushions and had replaced or deep cleaned those that had failed the assessment. This reflected our own findings during the inspection and we saw that broken furniture, unsuitable, or badly stained furnishings and mattresses had been disposed of and replaced.

We discussed the assessments with the [REDACTED] and these will be further developed to ensure that the assessment information contains guidance for staff about the detail to be included in the evaluations and specify what actions if any need to be taken when issues are noted.

A copy of this notice has been sent to the local authority within whose area the service is provided.

The Improvement Notice dated 24 December 2021 is no longer in force.

Yours faithfully

[REDACTED]

Claire Pierce
Service Manager
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cc: Local Authority:
[REDACTED] Highland Council - [REDACTED] .

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