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Manchester  
M24 5AL

26 May 2026  
ENF/2026/CS2025000217/01  
CS2025000217

Dear CTA Healthcare LTD

**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 Bonnyton House Care Home, Bonnyton House, Beechwood Avenue, Ellon, AB41 9DH is not operating in accordance with the requirements of Regulations made under the Act and other prescribed requirements. 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 your 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.

**Improvement(s)**

1. By **04 June 2026**, you must ensure that people living in the care home experience a safe environment and are protected from health and safety risks. This includes, but is not limited to, ensuring that risks related to hot surfaces, hot water, legionella, gas safety, and manual handling equipment are safely managed.

**This is in order to comply with Regulation 4(1)(a) and Regulation 10(2)(a) 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.scot](http://careinspectorate.scot)

2. By **06 July 2026**, you must ensure that people living in the care home experience safe and compassionate care and support that meets their health, safety and wellbeing needs and preferences. This includes, but is not limited to, support with eating and drinking well, moving safely, medications, and support with specific health conditions. In particular, you must ensure that:
  - a. Staff responsible for planning people's care have the necessary skills and knowledge to comprehensively assess their health, safety, and wellbeing needs, including when there is a significant change in those needs.
  - b. People's assessments, care plans, and any relevant supporting documents, set out their health, safety and wellbeing needs and preferences and state how they should be met.
  - c. People receive care in accordance with their care needs and preferences.
  - d. There are suitably qualified, skilled, and knowledgeable leaders on every shift to provide staff with clear direction and support so that people experience care that meet their needs and preferences.

**This is in order to comply with Regulation 4(1)(a), Regulation 4(2), Regulation 5(2)(b)(ii), Regulation 7(2)(c), and Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).**

3. By **06 July 2026**, you must ensure that people living in the care home experience safe care as a result of there being knowledgeable, skilled, and compassionate leadership of the service and effective arrangements in place for the provision of the service. To do this, you must demonstrate that:
  - a. The manager, and any person employed in the provision of the service, understand their responsibilities, have the necessary qualifications, knowledge and skills required for their role, and receive training, guidance, supervision, and feedback on the quality of their work in accordance with their development needs and the needs of the people you support.
  - b. Effective management arrangements are in place to enable you to consistently provide safe care and a safe environment for people to live.
  - c. All members of staff are recruited in accordance with your safer recruitment policy and have the necessary skills and experience to assess the quality of care they provide and can deliver the care and support needed to meet the health, welfare, and safety needs of those using the service at all times.

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**This is in order to comply with Regulation 4(1)(a), Regulation 7(1), Regulation 9(1), and Regulation 10(2)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 8(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.**

4. By **06 July 2026**, you must ensure that people living in the care home experience safe and compassionate care and support by ensuring that staff have the knowledge, skills, and the necessary qualifications for their role. To do this, you must demonstrate that you have at a minimum:
  - a. Completed a training needs analysis to identify the training needs of staff appropriate to their role. This must include, but need not be limited to: -
    - i) supporting people to eat and drink well,
    - ii) assisting people to move safely,
    - iii) supporting people to take prescribed medication,
    - iv) supporting people to manage specific health conditions, and
    - v) maintaining a safe living environment.
  - b. Provided staff with the identified training needed to undertake their role effectively, assessed their competence in delivering the care and support that is needed, and identified any further learning or support needs.
  - c. Provided any additional training to staff that is needed to meet the health, welfare or safety needs of people using the service when there is a significant change in those needs.

**This is in order to comply with Regulation 4(1)(a), Regulation 9(2)(b), and Regulation 10(2)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and section 8(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.**

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.

You should also note that even if you comply with this Improvement Notice, if at any point during the period of 12 months following the date of compliance we have reasonable grounds to believe that any aspect of the improvements you were required to make has not been sustained, we may make a proposal to cancel your registration in terms of section 64 of the Act. No new Improvement Notice will be issued prior to the proposal to cancel being made.

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A copy of this notice has been sent to the local authority within whose area 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 sincerely

[Redacted signature]

**Caroline Munro**

Team Manager

Direct:

[Redacted phone number]

Email: [caroline.munro@careinspectorate.gov.scot](mailto:caroline.munro@careinspectorate.gov.scot)

cc: Local Authority – [Redacted] Aberdeenshire Council

[Redacted]

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