



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

Sent by email: [REDACTED]@nhs.scot

NHS Highland
NHS Highland Primary Care Trust
Assynt House
Beechwood Park
Inverness
IV2 3BW

27 May 2026
ENF/2026/ CS2021000126/01
CS2021000126

Dear NHS Highland

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 Home Farm Care Home, Home Farm Road, Portree, Isle of Skye, IV51 9LX, is not operating in accordance with Requirements 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 **8 July 2026**, you must ensure that there is knowledgeable, skilled and compassionate leadership at all levels within your service to meet people’s health, welfare and safety needs. To do this, you must, at a minimum:
 - a.) Take action to ensure that leaders have the necessary knowledge and skills required for their roles, and to direct staff to deliver safe and compassionate care
 - b.) Put in place and implement robust systems with clear lines of responsibility and professional accountability for health and care governance, including the management of accidents and incidents in the service

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
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- c.) Ensure there is an escalation process and contingency plan in the event of management absence in the service.

This is in order to comply with Regulations 4(1)(a) and 9(2)(b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. By **8 July 2026**, you must ensure that people are supported at all times by sufficient numbers of suitably skilled and compassionate staff to meet their health, safety and wellbeing needs. In particular, you must ensure that:

- a.) Staffing levels and skills mix are informed by an effective process of assessing each person's care and support needs, and how many staff hours are needed to meet their needs
- b.) There are enough suitably qualified, knowledgeable and skilled staff, who are familiar with and able to meet people's care needs and preferences, on shift at all times.
- c.) Ensure there is an escalation process and contingency plan in the event of staff absences, to ensure staffing levels remain safe and sufficient to meet people's needs safely.

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

3. By **8 July 2026**, you must ensure that people experience a safe environment, and protect people from health and safety risks. In particular, you must at a minimum ensure that:

- a.) Regular maintenance checks take place and any issues requiring rectification are promptly addressed; the findings of any checks must be recorded to include the details of any issues found, the action taken to redress issues and the date on which these issues were resolved.
- b.) Implement and fully document a robust system of quality assurance and oversight, ensuring that the measures in place comply with your legal responsibilities.

This is in order to comply with Regulation 4(1)(a) and Regulation 10(2)(a)&(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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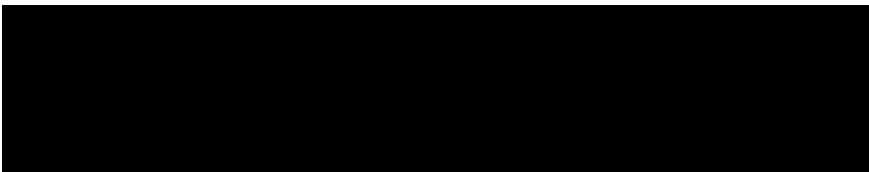
Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

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.

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



Debbie MacKinnon

Team Manager

Direct:

Email: debbie.mackinnon@careinspectorate.gov.scot

cc: Local Authority – [redacted] – Highland Council
[redacted]@[highland.gov.uk](mailto:[redacted]@highland.gov.uk)