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Argyll and Bute Council
Kilmory
Lochgilphead
PA31 8RT

9 June 2026
ENF/2026/CS2023000081/01
CS2023000081

Dear Argyll and Bute Council

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 Kintyre Care Centre, Shore Street, Campbeltown, PA28 6BT, is not operating in accordance with the requirements of Regulations made under the Act or 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.

Improvements

1. By **07 July 2026**, you must ensure that people using the service are protected from the risk of infection and experience a clean, safe and hygienic environment.

To do this, you must, at a minimum:

- a) Undertake a deep clean of all areas of the service.
- b) Ensure all areas of the service, including windows, furniture, fixtures and fittings are cleaned effectively and maintained to a consistently high standard.
- c) Ensure the personal products and toiletries of people using the service are stored safely and hygienically to reduce the risk of cross-contamination.
- d) Implement and maintain effective infection prevention and control practices, in line with current guidance.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY

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This is to comply with Regulations 3 and 4 (1)(d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. By **07 July 2026**, to maintain the safety of the environment, you must ensure appropriate maintenance and housekeeping provision in the service. To do this, you must at a minimum:
 - a) Ensure there are sufficient staff on site to undertake maintenance and housekeeping tasks.
 - b) Ensure maintenance and housekeeping staff have suitable training and access to guidance for their roles.
 - c) Ensure that timely and effective action is taken to address identified maintenance or housekeeping issues, with effective management oversight and internal escalation processes.

This is to comply with Regulations 4(1)(a) and 10(2)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Section 7(1) of the Health and Care (Staffing) (Scotland) Act 2019.

3. By **04 August 2026**, to ensure the dignity, health, safety and wellbeing of people, you must ensure that the décor, fixtures, and fittings in the service are safe and in good condition. To do this, you must at a minimum:
 - a) Establish and resolve the source of malodours in communal toilets.
 - b) Replace worn and visibly damaged flooring and carpets.
 - c) Remove any furniture and fittings that are damaged and cannot be properly cleaned
 - d) Ensure the environment is decorated to an acceptable standard.

This is to comply with Regulations 3, 4 (1)(a), 10(2)(b) and 10(2)(d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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 **Care Inspectorate**, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
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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

[Redacted Signature]

Shona Shelton

Team Manager

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cc: Local Authority – [Redacted] – Argyll and Bute Council
[Redacted] [@argyll-bute.gov.uk](mailto:[Redacted]@argyll-bute.gov.uk)