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Holmes Care Group Scotland Ltd
c/o Dla Piper
Collins House
Rutland Square
Edinburgh
EH1 2AA

7 July 2026
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CS2020379124

Dear Holmes Care Group Scotland Ltd

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On **6 May 2026** you were served with an Improvement Notice in relation to Larkfield View Care Centre, 207 Burns Road, Greenock, PA16 0PR, in terms of section 62 of the Public Services Reform (Scotland) Act 2010 (“the Act”). On 28 May 2026, the Care Inspectorate extended the timescales within which some of the improvements had to be made in order to give you a further opportunity to make a significant improvement in the provision of the service. 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.

Following the inspection between 28 June and 02 July 2026, the Care Inspectorate has decided to further extend the timescale within which some of 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:

Improvement(s)

1. By **26 June 2026, extended from 21 May 2026**, you must ensure that the health and wellbeing of people using the service is protected by implementing arrangements to, where necessary, reduce the risk of a person choking.

This must include, but is not limited to ensuring that:

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- a) Nutrition and hydration support, including modified diets and thickened fluids, are delivered safely and in line with recognised standards.
- b) There are always sufficiently trained and skilled staff on duty, and in such numbers, to supervise meal service and to monitor people supported for signs of choking or aspiration.

This is in order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2011/210) and Section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

The provider had taken steps to buy in modified meals for an interim period to reduce the risk of choking for those on modified diets. Training had taken place with employed staff on how to support people safely who required modified diets and thickened fluids. While there were not always sufficiently trained and skilled employed staff on duty the provider was implementing measures to reduce the risk presented by the significant use of agency staff.

This required improvement has been met.

2. By **26 June 2026, extended from 21 May 2026**, you must ensure that no service user is subject to restraint, unless it is the only practicable means of securing the welfare and safety of that or any other service user and there are exceptional circumstances. If any restraint is required, you must ensure that:

This must include but is not limited to ensuring that:

- a) Any restrictive practices are lawful, proportionate, and supported by robust assessment and consent processes.
- b) Staff understand the principles of any restrictive measures as under pinned by good practice and Mental Welfare Commission guidelines.
- c) That policies and procedures in relation to restrictive practice are followed by staff particularly in relation to the use of lap straps and bedrails.

This is in order to comply with Regulation 4(1)(c) of the Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2011/210).

We identified several people to be reviewed as a priority with regards to the use of restraints; the required actions and improvements had been made for these individuals. The actions taken should now be applied consistently for all individuals living in the home. Staff had a basic understanding of the principles of the use of restrictive practices and the need to involve other professionals. The staff teams wider understanding of good practice and the Mental Welfare Commission guidelines still requires to be addressed.

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Staff were observed to be following the relevant policies and procedures; documentation associated with these guidelines requires to be reviewed to ensure it appropriately informs staff practice.

This required improvement has been met.

- 3 By **14 September 2026 extended from 26 June 2026 and extended from 21 May 2026** you must ensure that the health and well being of people using the service is protected by ensuring the service is effectively led and managed at all times. By **21 May 2026**, you must promote the health, welfare and safety of people and protect them from harm. In particular, you must ensure:

This must include but is not limited to ensuring that:

- a) There is a consistent, competent management presence within the home to provide clear leadership, oversight and accountability for quality and safety.
- b) That there are always sufficiently trained and skilled staff on duty to support the provision of safe and effective care.

This is in order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2011/210) and Section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

The service was without a registered manager and depute manager, despite efforts by the provider to implement a temporary leadership structure there remained a lack of clarity of roles and evidence of capacity to make improvements. Management arrangements in the service were unclear and unstable which impacted upon the pace of change and improvement and on the consistency of observed improvements. The provider had been unable to demonstrate sufficient progress in making and sustaining improvements which meant people remained at risk of preventable harm. While the knowledge of employed staff was improving and this could be observed in practice there remained higher levels of staff absence and increased use of agency staff in the home. This impacted upon the continuity of staff and care and early risk identification to ensure peoples safety and wellbeing.

This required improvement has not been met.

4. By **21 May 2026**, you must promote the health, welfare and safety of people and protect them from harm. In particular, you must ensure:
- a) Any notifiable events are recognised and reported timeously to the Care Inspectorate and the Health and Social Care Partnership, with appropriate Actions

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to mitigate identified risks. Notifications should be inclusive of but not limited to Adult Support and Protection referrals.

This is in order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Section 53(6) of the Public Services Reform (Scotland) Act 2010 (SSI 2010/322).

This required improvement has been met.

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.

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.

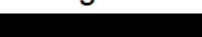
Please contact me if you would like to discuss this letter or if there is anything in the notice you do not understand.

Yours sincerely



Shona Shelton

Team Manager

Direct: 

Email: shona.shelton@careinspectorate.gov.scot

cc: Local Authority –  – Inverclyde Council



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