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CTA Healthcare LTD  
11 Blencathra Close  
Middleton  
Manchester

21 July 2026  
ENF/2026/CS2025000217/01  
CS2025000217

Dear CTA Healthcare LTD

## IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On **26 May 2026**, you were served with an Improvement Notice in relation to Bonnyton House Care Home, Bonnyton House, Beechwood Avenue, Ellon, AB41 9DH, 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.

The Care Inspectorate has decided to 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 **06 July 2026**, extended from **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.

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**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).**

The health and safety risks relating to hot surfaces, hot water, legionella, gas safety and manual handling equipment were reduced. Essential checks and servicing had been carried out, and arrangements had been made to ensure these were kept up to date in the future.

**This improvement has been met.**

2. By **17 August 2026**, extended from **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 **17 August 2026**, extended from **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

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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.

**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 **17 August 2026**, extended from **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.**

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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. 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



Caroline Munro



Direct: 

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

cc: Local Authority – , Aberdeenshire Council



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