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Argyll and Bute Council
Kilmory
Lochgilphead
PA31 8RT

13 August 2026
ENF/2026/CS2023000081/01
CS2023000081

Dear Argyll and Bute Council

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On **9 June 2026**, you were served with an Improvement Notice in relation to Kintyre Care Centre, Shore Street, Campbeltown, PA28 6BT, 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 improvement(s) 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 noted 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.

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- 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.

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).

This required improvement was assessed at a follow up inspection on 8 and 9 July 2026.

A deep clean of the service had been completed by an external contractor. All broken or damaged furniture had been removed and the external windows had been cleaned. Bedroom cleaning schedules were in place and the bedrooms and ensuites appeared clean and hygienic. Cleaning schedules had been updated to include nightshift cleaning schedules and an increased frequency of 'deep cleaning' of the service.

Storage units had been placed in ensuites. Personal products and toiletries were stored safely and hygienically. Storage arrangements for continence products had improved and staff were aware of the new arrangements.

All staff had undertaken refresher training in Infection Prevention and Control (IPC) and updated IPC guidance was available to staff.

Refurbishment work had commenced and an updated action plan and schedule for this work was provided. This assured us that IPC risks relating to the quality of the environment were being addressed.

This required improvement has been met.

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.

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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.

This required improvement was assessed at a follow up inspection on 8 and 9 July 2026.

Rotas reflected that sufficient staff were on site to meet the housekeeping schedules and maintenance role. Agency staff were being used to fill these roles in the short term. Recruitment was underway to fill the vacant posts. We asked the provider to continue to review housekeeping hours to ensure the cleanliness of the service can be maintained to a good standard.

██████████ staff had completed refresher training in Infection Prevention and Control (IPC) and suitable arrangements were in place to supervise their practice. An induction plan for the new maintenance operative was in development. We asked the provider to ensure the induction is robust and provides adequate opportunities for shadowing and supervision.

Processes for highlighting and progressing reactive maintenance had improved. Documentation for daily, weekly, and monthly maintenance records had been updated to make it easier to follow and to improve management oversight. We asked the provider to ensure that these essential records are completed effectively and any gaps addressed timeously.

This required improvement has been met.

3. By **18 November 2026, extended from 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).

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This required improvement was assessed at a follow up inspection on 5 and 6 August 2026.

Significant decorative works were underway throughout the service. This included a full refurbishment of all corridors and communal areas, and electrical works to upgrade the electrical system and central heating. This work was ongoing at the time of inspection. We identified areas where improvement works are still required. We were assured by the provider that these areas would be addressed.

The source of malodours in the communal toilets had been traced. A contract had been awarded for completion of a full refurbishment of the communal toilets.

Flooring replacement was underway. Flooring in corridors, the main stairway, lounges, dining rooms and the service corridor was being replaced. We identified some areas where flooring had been damaged by replacement of the heating system. The provider assured us these areas would be addressed by the contractor.

Furniture throughout the service was clean and in good condition. Broken furniture had been removed. Some shower chairs needed to be replaced. The provider assured us this would be addressed. Windows and handrails are scheduled to be replaced throughout the service.

Individual bedrooms are planned to be redecorated [REDACTED]. We were informed that this work will be progressed following replacement of damaged windows and on a priority basis. The provider has assessed that bedroom doors need to be replaced. A schedule for this work has not yet been provided.

While significant progress had been made with the refurbishment of the service, several areas of improvement have not yet been completed. The provider has given assurances that this work will continue to progress and has shared detailed improvement plans and work schedules.

This required improvement is not met and will be extended to 18 November 2026.

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.

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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

[REDACTED]

Shona Shelton
Team Manager

Direct: [REDACTED]

Email: shona.shelton@careinspectorate.gov.scot

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

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