



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

Sent by email: [REDACTED]

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

25 August 2026
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CS2020379125

Dear Holmes Care Group Scotland Ltd

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 Grandholm Care Home, Grandholm Drive, Bridge of Don, Aberdeen, AB22 8AE, 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.

Improvement(s)

1. By 9 October 2026, you must ensure that service users experience safe, compassionate and responsive care and treatment that meets their health, safety and wellbeing needs and preferences.

To do this, you must, at a minimum:

- a) Ensure that personal plans accurately reflect service users' current needs and include guidance from external healthcare professionals where appropriate.
- b) Ensure that service users receive personal care, oral care, nail care and continence care in accordance with their needs, wishes and preferences.
- c) Ensure that risks associated with weight loss and dehydration are identified, and that there are clear records and guidance to address these risks.

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- d) Ensure that service users who have been identified as being at risk of skin breakdown are repositioned at the required frequency in accordance with their personal plan, and that all repositioning interventions are accurately monitored and recorded.
- e) Ensure that all health care recording charts and assessments are completed accurately, and that there is a system in place for the reviewing of such charts and assessments at least once in every six-month period or where there is a significant change in a service user's health, welfare or safety needs.

This is in order to comply with Regulation 4(1)(a), Regulation 5(2)(b)(ii), Regulation 5(2)(b)(iii), and Regulation 5(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. By 9 October 2026, you must ensure that service users experience a service that is well led and managed, and which results in better outcomes for them through a culture of continuous improvement, underpinned by robust and transparent quality assurance processes.

To do this, you must, at a minimum:

- a) Ensure that managers and leaders have effective oversight of service users' health and wellbeing needs by continually evaluating their experiences.
- b) Ensure that quality assurance processes are effective, carried out regularly, and where areas for improvement have been identified, that clear action plans are developed which detail the action to be taken and the person responsible for making the improvement.
- c) Ensure that any actions taken, that have arisen from action plans, are reviewed by leaders and are signed as having been completed once achieved.
- d) Demonstrate that you have reviewed the effectiveness of actions taken to ensure that they have achieved positive outcomes for the health, safety and welfare of service users.

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).

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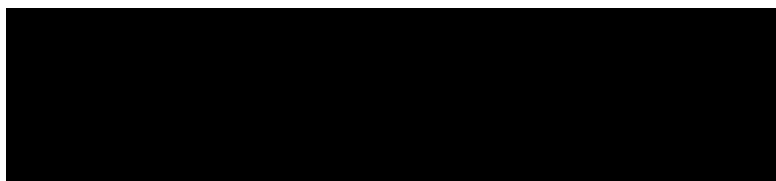
Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

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



Emma Virasami

Team Manager

Direct:

Email: emma.virasami@careinspectorate.gov.scot

cc: Local Authority –  – Aberdeen City Council



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