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Park Homes (UK) Limited
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Wool Gate
Cottingley Business Park
Cottingley
Bingley
BD16 1PE

14 September 2026
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CS2021000291

Dear Park Homes (UK) Limited

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 Munches Park House, Barrhill, Dalbeattie, DG5 4JB is not operating in accordance with the regulations made under the Act and 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 **26 October 2026**, you must ensure that service users experience responsive care and support, based on their assessed needs. In particular you must ensure that personal plans accurately reflect the current assessed needs of service users and ensure that care is delivered in accordance with those needs. To do this, you must, at a minimum:

- a) Ensure that care plans and risk assessments reflect the assessed current health and care needs of service users, including but not limited to weight management, bowel management, skin care, food and fluid needs, nail care and support for bathing.
- b) Provide and record clear written and oral directions to staff so that care is delivered in accordance with service users' needs.

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

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- C) Ensure that care plans and risk assessments reflect risks that have been identified by the service and health professionals, and that staff take steps to mitigate the identified risks.

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)

2. By **26 October 2026** you must ensure that the health and wellbeing of people using the service is protected by ensuring the service is effectively led and managed at all times. To do this, you must, at a minimum ensure:

- a) There is effective management oversight within the home at all times to provide clear leadership, oversight and accountability for quality assurance and safety.
- b) That there are always sufficient numbers of trained and skilled staff on duty to meet residents' assessed needs and support the provision of safe and effective care.
- c) That staffing arrangements anticipate and respond to changes in service users' needs, and staffing arrangements are amended accordingly when required.
- d) That effective quality assurance systems are implemented and used to identify concerns, monitor care delivery, and take prompt action where improvements are required.

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 7 of the Health and Care (Staffing) (Scotland) Act 2019.

3. By **5 October 2026**, you must promote the health, welfare and safety of people and protect them from harm. To do this, you must, at a minimum ensure that:

- a) All notifiable events are recognised and reported timeously to the Care Inspectorate and the Health and Social Care Partnership, with appropriate actions to mitigate identified risks. Notifications must include but not be 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 Act.

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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.

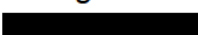
A copy of this notice has been sent to the local authority within whose area the service is provided as required by section 62(2) of the Act.

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



Jacqueline Young
Team Manager

Direct: 

Email: Jacqueline.young@careinspectorate.gov.scot

cc: Local Authority –  – Dumfries and Galloway Council
 @dumgal.gov.uk