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Sent by email: [redacted]

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

01 October 2026
ENF/2026/CS2023000071/01
CS2023000071

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 Fernlea Care Home, 19 Wallsgreen Road, Cardenden, Lochgelly, KY5 0JF is not operating in accordance with the requirements of Regulations made under the Act.. 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 **24 November 2026**, to protect service users from avoidable harm, you must ensure that care and support practices consistently promote service users' nutrition, hydration, health, safety and wellbeing.

To do this, you must, at a minimum:

a) ensure that nutrition and hydration assessment and monitoring tools are completed correctly, analysed and used to inform care planning, risk management, and the delivery of safe and effective care.

b) ensure that service users' nutrition and hydration health needs are correctly identified, managed and met to prevent avoidable deterioration. and

c) ensure that the information obtained through clinical monitoring systems is accurate, up-to-date and evaluated in order to direct care and support.

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

2. By **13 December 2026**, you must ensure that leadership and management oversight is effective in identifying risks and making timely, sustained improvements to support safe, dignified care and positive outcomes for service users.

To do this, you must, at a minimum:

a) ensure that there is a system of effective leadership oversight and accountability for the quality of care and the management of risks to service users' health, safety and wellbeing.

b) ensure that all quality assurance processes, including audits, observations and actions taken in response to these, are robust, reliable and accurately reflect the lived experience of service users.

c) demonstrate that information from audits, flash meetings, accidents and incidents is effectively analysed and used to inform learning, improvement and risk reduction, and

d) demonstrate that action has been taken, or there are plans in place, to address identified issues in the provision of care in the service, with clear management accountability for implementing and sustaining improvements.

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).

3. By **24 November 2026**, to protect service users from avoidable harm, you must ensure that care and support practices consistently promote service users' continence care, digestive health and personal care needs.

To do this, you must, at a minimum:

a) ensure that personal and continence related assessment and monitoring tools are completed correctly, analysed and used to inform care planning, risk management, and the delivery of safe and effective care.

b) ensure that service users' continence, catheter care and bowel management needs are correctly identified, managed and met to prevent avoidable deterioration, and

c) ensure that medication used to treat and manage bowel care is regularly monitored and reviewed by the appropriate health care professionals.

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

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

[redacted]

Debbie O'Rourke
Team Manager
Direct: [redacted]
Email: debbie.orourke@careinspectorate.gov.scot

cc: Local Authority [redacted] Fife Council
[redacted]