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

Sent by email: [redacted]

ZAAM CARE (Irvine) Limited
17 Herries Road
Glasgow
G41 4DE

14 October 2026
ENF/2026/CS2026000251/01
CS2026000251

Dear ZAAM CARE (Irvine) 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 Shalom Nursing Home, 163 Main Street, Irvine, KA11 4AF 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.

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' health, safety and wellbeing.

To do this, you must, at a minimum:

a) ensure that the information obtained through clinical monitoring systems is accurate;

b) complete assessment and monitoring tools correctly and use them to inform care planning, risk management, and the delivery of safe and effective care;

c) ensure that service users' health needs are correctly identified and managed to prevent deterioration and achieve positive outcomes;

d) ensure nutrition and hydration support, including modified diets and thickened fluids are delivered safely;

e) ensure there is effective oversight of medication management.

This is in order to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2011/210) and Section 7 of the Health and Care (Staffing) (Scotland) Act 2019

2. **By 10 November 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) ensure all areas of the service, including bedrooms, communal toilets and bathrooms, are cleaned effectively and maintained to a consistently high standard;

b) ensure all equipment, including mattresses and other care equipment, is clean, well maintained and fit for purpose;

c) ensure the personal toiletries of people using the service are stored safely and hygienically to reduce the risk of cross-contamination; and

d) implement and maintain effective infection prevention and control practices.

This is to comply with Regulation 4(1)(a), Regulation 4(1)(d) and Regulation 10(2)(d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

3. **By 24 November 2026,** you must ensure that leadership and management oversight is effective in identifying risks and driving timely, sustained improvements to support safe, dignified care and positive outcomes for people using the service.

To do this, you must, at a minimum:

a) ensure that all quality assurance processes, including audits, observations and walkabouts, are robust, reliable and accurately reflect the lived experience of people using the service;

b) ensure that staff who are delegated responsibility for carrying out quality assurance activities are competent to do so and receive appropriate support and oversight;

c) ensure that findings from quality assurance processes are critically evaluated and used to inform clear, prioritised and time-bound improvement plans; and

d) ensure that timely and effective action is taken to address identified issues, with clear management accountability for implementing and sustaining improvements.

This is to comply with Regulation 3, Regulation 4(1)(a), Regulation 4(1)(b) and Regulation 4(1)(d) 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

4. **By 10 November 2026**, you must promote the health, welfare and safety of people and protect them from harm.

In particular, you must ensure:

a) Any notifiable events are recognised, appropriate action is taken to mitigate identified risks, and the event is reported timeously to the Care Inspectorate and the Health and Social Care Partnership. Notifications must detail the event, identified risks and actions taken. Notifications should be inclusive of, but not 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 Public Services Reform (Scotland) Act 2010

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]

Sandra Hobley
Team Manager
Direct: [redacted]
Email: sandra.hobley@careinspectorate.gov.scot

cc: Local Authority – [redacted] – North Ayrshire Council
[redacted]