

Recorded delivery

City of Edinburgh Council
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

23 December 2019
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Dear Sir/Madam

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 Drumbrae Care Home, 24a Ardshiel Avenue, Drum Brae, Edinburgh, EH4 7HP is not operating in accordance with requirements imposed by or 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 28 February 2020, service users’ health, safety and well-being needs must be met in a manner which promotes their dignity and choice. In particular you must:
 - a) Set out clear roles and responsibilities and lines of communication for both the management team and staff teams,
 - b) On each shift deploy staff according to their skills and experience and service users’ needs,
 - c) Plan, deliver and evaluate the care to service users given by staff to ensure service users are receiving a level of care that meets their assessed needs,

- d) Put in place and implement an effective system to identify and minimise risks to service users,
- e) Ensure that service users' care and support is planned, delivered and evaluated with compassion, dignity and respect,
- f) Ensure service users receive care and support that meets their needs and is right for them, and
- g) Ensure staff are appropriately registered with their professional body and that accurate records of their respective registrations are kept.

This is in order to comply with Regulations 3, 4(1)(a)&(b) and 9(2)(c) of **The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)**.

- 2. By 28 February 2020, service users must receive high quality care and support which meets their health, safety and wellbeing needs. In order to achieve this, you must ensure that there are always suitably qualified and competent staff working in and deployed across the service in such numbers as are appropriate for the health, welfare and safety of people.

This is in order to comply with Regulation 15(a) of **The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)**.

- 3. By 28 February 2020, service users' health, safety and well-being needs must be met by implementing safe and effective arrangements for the management of medication. In particular you must ensure that:
 - a) Prescribed medications are available and administered safely in accordance with the prescriber's instructions at all times,
 - b) All 'as required' medications are assessed for their effectiveness,
 - c) Body maps are used to identify the areas of application of creams and emollients and the times that these are to be applied,
 - d) The topical medication administration records are fully completed following each administration and the efficacy of the treatment is assessed,

- e) Proper systems are in place to optimise pain management interventions including assessment of pain and evaluation of the effectiveness of the medication,
- f) Arrangements are in place to quality assure the medication systems and processes including ordering, administration and recording,
- g) Staff, who administer medication, receive appropriate training in all aspects of medication management and pain assessment, and
- h) Staff competency in medication management must be regularly assessed and steps taken to improve this where required.

This is in order to comply with Regulations 4(1)(a), 9(2)(b) and 15(b)(i) of **The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)**.

- 4. By 28 February 2020, service users' health and social care needs must be met by staff who are appropriately trained, competent and skilled. Training must include, but is not limited to, moving and handling and use of equipment for moving people. Records of training and staff competency in the use of this equipment must be kept.

This is in order to comply with Regulations 4(1)(a) and 15(b)(i) of **The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)**.

- 5. By 28 February 2020, service users' health and social care needs must be appropriately assessed, met, evaluated and effectively communicated between all relevant staff. This must include but is not limited to:
 - a) Carrying out and recording accurate needs assessments to include risk, choice and preferences,
 - b) Putting in place and implementing an effective system of care planning and recording,
 - c) Assessing the need for and impact of the use of assistive technology on an individual basis to prevent unnecessary restriction, disturbance, distress and isolation,

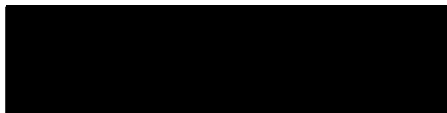
- d) The efficacy of all required interventions must be measured through evaluation and review processes.
- e) Recording and following all instructions given by external health care professionals, and
- f) Investigating and analysing accidents and incidents to identify and adopt measures for continuously improving the management of risk.

This is in order to comply with Regulations 4(1)(a)(b)&(c) and 5(2)(b) 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.

Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand.

Yours faithfully



Claire Drummond

Service Manager (Adults)

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