

Recorded delivery

Church of Scotland Trading as Crossreach	23 May 2018
Charis House	2018365589
47 Milton Road East	CS2003001405
Edinburgh	
EH15 2SR	

Dear Sirs

**IMPROVEMENT NOTICE - EXTENSION OF TIMESCALES**

On 9 April 2018 you were served with an Improvement Notice in relation to Well Hall Residential Home, 60 Wellhall Road, Hamilton ML3 9DL in terms of Section 62 of the Public Services Reform (Scotland) Act 2010 ("the Act"). The Improvement Notice stated that unless there was a significant improvement in provision of the service Social Care and Social Work Improvement Scotland (hereinafter referred to as "The Care Inspectorate") intended to make a proposal to cancel your registration. The Improvement notice specified the nature of the improvement(s) to be made and the period within which they were to be made.

The Care Inspectorate has decided to extend the timescale within which the improvement(s) must be made in order to give you a further opportunity to make a significant improvement in provision of the service. The revised timescales are as follows.

**Improvements**

1. By 31 August 2018, extended from 14 May 2018, you must ensure that there are adequate numbers of suitably qualified and competent persons working in the care service in such numbers as are appropriate to meet the health, welfare and safety needs of residents.

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

2. By 31 August 2018, extended from 14 May 2018, you must ensure that all residents' personal plans set out how their health, welfare and safety needs are to be met and that these are fully implemented at all times. In particular you must: -
- (a) have carried out a review of the health, welfare and safety needs of all residents ('service users') of the care service;
  - (b) have compiled, or updated existing, Personal Plans for each service user following the reviews carried out at (a) above. Each Personal Plan must record the service user's individual health, welfare and safety needs and how these are to be met. This must include but is not limited to details of: -
    - (i) the level of assistance required for each service user to allow them to move and mobilise safely around the home;
    - (ii) the skin care needs of service users and how these are to be met, including any measures to be adopted to try to prevent further breakdown of skin where any skin damage is present;
    - (iii) any health conditions and how these are to be managed; and
    - (iv) any prescribed or 'as required' medication the service user may take and guidance on when and how these medications are to be administered.
  - (c) Ensure that the measures identified in Personal Plans are being implemented in practice and that each resident has access to any identified specialist equipment required to meet their health, welfare and safety needs;
  - (d) have systems in place to ensure that Personal Plans are reviewed when there is a significant change in a service user's health, welfare or safety needs and at least once in every six month period while the service user is in receipt of the service; and revise the plan as appropriate following any review;
  - (e) ensure that service users and, where it appears appropriate their representatives, are consulted prior to revising their Personal Plan; and
  - (f) ensure that risk assessments are carried out as and when required and that these are being used to inform service users' Personal Plans.

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

3. By 31 August 2018, extended from 14 May 2018, you must ensure that the health, welfare and safety needs of service users who experience falls or accidents are adequately met and that measures are adopted to help prevent falls, accidents and incidents. In particular you must: -
- (a) ensure that service users receive appropriate treatment or care following a fall, accident or incident, or a deterioration in mobility, including seeking assistance of health care professionals, where appropriate;

- (b) ensure that all falls, accidents and incidents are recorded by staff and that any unexplained bruising is fully documented to include body maps, incident forms and investigation into possible reasons;
- (c) ensure that staff make timely Adult Support and Protection referrals to the relevant Local Authority and the Care Inspectorate;
- (d) ensure that risk assessments are completed for service users who are at risk of falling. These must record the risks specific to the service user, what actions staff should take to help prevent falls and must be reviewed regularly to assess whether any further action or measures are required to help keep service users safe; and
- (e) ensure that an audit and analysis of falls, accidents and incidents is carried out at least monthly. This analysis must include identifying any factors that may contribute to, or increase, the risk of falls, accidents or incidents within the care service and any measures to be adopted to prevent further falls, accidents and incidents.

This is in order to comply with Regulation 4(1)(a) and 4(2) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulations 19(3)(d) and 21(2)(b) of the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114) and section 53(6) of the Public Services Reform (Scotland) Act 2010.

4. By 31 August 2018, extended from 14 May 2018, you must ensure that persons employed in the provision of care have the knowledge and skills necessary for the work they are to perform in the service. In particular you must:
  - (a) carry out a review of all staff providing care in respect of their knowledge, skills and competency to carry out the work they are to perform, identifying any training or other development needs;
  - (b) following the review carried out at (a), compile a training plan, identifying appropriate training for staff to complete to enable them to competently carry out the work they are to perform and the dates when such training is to be completed;
  - (c) ensure that all care staff undertake training appropriate to the work they are to perform. This must include the training identified in the training plan at (b) and training relating to:
    - (i) dealing appropriately with stress and distress situations, taking account of the health, welfare and safety needs of service users;
    - (ii) dementia skilled level training for those staff who have direct and/or substantial contact with people who have dementia.
  - (d) Staff receive regular management support and have the opportunity to raise training and developmental needs;
  - (e) new staff undertake a full and comprehensive induction programme which ensures they are competent to carry out the work they are to perform; and
  - (f) a system is in place to ensure that staff implement their learning from training.

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

5. By 14 May 2018 you must ensure that relevant incidents are reported as Adult Support and Protection issues to the Care Inspectorate as directed in "Guidance on notification reporting for all registered care services except child minders" which requires the reporting of all allegations of abuse (as defined in adult support and protection and child protection legislation) involving someone using a service.

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.

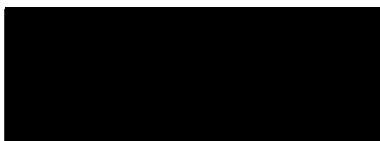
**The improvement has been met in full.**

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.

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 faithfully



**Elizabeth McPake**

Team Manager

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cc: The Manager, Well Hall Residential Home  
South Lanarkshire Council  
NHS Lanarkshire