



website: [www.careinspectorate.com](http://www.careinspectorate.com)  
telephone: 0345 600 9527  
email: [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot)  
Twitter: @careinspect

Sent by email: [REDACTED]

Love @ Care Ltd  
Bellgrave Court (1<sup>st</sup> Floor)  
Rosehall Road  
Bellshill Industrial Estate  
Bellshill  
ML4 3NR

6 February 2024  
CS2020380030  
2024383319

Dear Sirs

**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 Allinvale House, Sword Street, Airdrie, ML6 0BU is not operating in accordance with 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 23 February 2024**, you must ensure that medication is stored and dispensed safely to secure the safety and welfare of children and young people. In particular, you must:
  - a) ensure that comprehensive medication procedures are in place and staff are trained in relation to them;
  - b) ensure that all medication has the correct pharmacy label and stored securely;
  - c) ensure that there is a record of all medication stored in the service and administered by staff. You must demonstrate that there is a medication audit process in place which managers have oversight of;

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- d) ensure that any concerns or incidents involving medication are shared with managers immediately and that any action is taken when concerns or incidents are identified.

**This is 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 29 March 2024**, you must ensure that children and young people are protected and kept safe by having clear child protection procedures in place. In particular, you must:
  - a) ensure that staff are clear about their responsibilities in the protection of children and young people;
  - b) ensure that all staff are provided with up-to-date training in regard to child protection procedures and that they are fully supported to embed this training in practice;
  - c) ensure that staff who have lead responsibility for safeguarding and protection are available either in person during their working hours or by way of the on-call system and that they provide staff with clear direction and support leading to there being a consistent approach when responding to safeguarding concerns;
  - d) ensure that where an allegation of abuse is made, the service makes appropriate referrals to lead agencies,
  - e) ensure that any concerns regarding staff misconduct and fitness to work with children and young people are investigated, appropriate action taken and reported to the SSSC (or any other relevant professional body).

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

3. **By 23 February 2024**, you must ensure that, at all times, suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of the children and young people. In particular, you must:
  - a) ensure that there is a staff training needs assessment in place which informs the service training plan. The training plan must include identified priorities for the training that individual members of staff require, and it must include timescales for completion of that training;

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- b) ensure that the staff training needs assessment is taken into account during the supervision and annual appraisal of members of staff and that their performance within the service is routinely monitored;
- c) ensure, notwithstanding the staff training needs assessment, that all staff have adequate training to meet the needs of the service users, this should include but is not limited to; trauma informed care training, attachment training, mental health training, attention deficit training, hyperactivity disorder (ADHD) training, sexualised behaviour training, self-harm and suicide prevention training,

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

4. **By 29 March 2024**, you must protect the safety of those who use the service through effective care planning and risk management. In particular, you must:
- a) ensure care plans reflect a responsive, person-centred approach, and that goals identified within care plans are SMART (specific, measurable, achievable, realistic and time-bound). These plans should be reviewed in line with the service's policies and procedures and after any significant incident;
  - b) ensure that a risk assessment policy and procedure is in place which enables staff to identify and reduce risks to children, young people and staff;
  - c) ensure that the implementation of identified strategies and resources, reduce risks to a safe level and are agreed with carers and key partners;
  - d) identify strategies to improve the outcomes for children and young people which are not inappropriately repetitive or restrictive but support the development of skills and abilities;
  - e) demonstrate care planning is specific to each child and young person with up-to-date information, including medication, and is informed by regular communication with all relevant key partners.

**This is to comply with Regulation 4(1)(a) and Regulation 5(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 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.

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.

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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 signature]

**Alison Jamieson**

Team Manager

Direct: [Redacted]

Email: [alison.jamieson@careinspectorate.gov.scot](mailto:alison.jamieson@careinspectorate.gov.scot)

cc: Local Authority – [Redacted] North Lanarkshire Council

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