

Recorded delivery

Peacock Medicare Ltd
c/o Woodlands Nursing Home
Quentin Rise
Dedridge
Livingston
West Lothian
EH54 6QR

20 May 2011
2011289797

24 MAY 2011

Dear Sirs

**IMPROVEMENT NOTICE
SECTION 62 PUBLIC SERVICES REFORM (SCOTLAND) ACT 2010 ("the
Act")**

Social Care and Social Work Improvement Scotland (SCSWIS) has concluded that Elsie Inglis Nursing Home, 100 Spring Gardens, Abbeyhill, Edinburgh, EH8 8HT is not operating in accordance with requirements or conditions imposed by or under the Act, or the requirements of Regulations made under the Act. SCSWIS 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.

Eating and Drinking

1. By 27 May 2011 you must ensure that service users who require assistance with eating and drinking are assisted by staff who are competent in this and that any assistance given does not put the service user at risk of harm.

In order to achieve this, you must:

- a. Ensure that staff are trained in this and that training date(s) are recorded.
- b. Ensure that adapted aids and equipment for eating and drinking are provided where necessary and this is recorded in the service user's care plan.
- c. Ensure that there are sufficient staff with skills and knowledge to assist in the feeding and giving of fluids to any service users who are unable to do so for themselves.

This is in order to comply with SSI 2011/210 regulation 4 (1)(a) - health and welfare.

Pressure Ulcers

2. By 10 June 2011, you must ensure that written procedures are put in place, which take account of best practice guidance on the prevention of pressure ulcers, to minimise any service user's risk of pressure ulcer development and ensure that appropriate preventative measures are implemented.

In order to achieve this, you must:

- a. Ensure that staff are trained in these procedures and that the training date(s) are recorded
- b. Ensure that the tool selected for assessment is known to all staff and is completed accurately.
- c. Review and record each service user's 'at risk' status.
- d. Access appropriate and sufficient equipment for use in the care home based on assessment of service users' needs.
- e. Maintain an inventory of the available equipment in the care home.
- f. Ensure that appropriate preventative measures are put in place for each 'at risk' service user and that this is clearly documented in the service user's care plan.

This is in order to comply with SSI 2011/210 Regulation 4(1) - a requirement relating to health and welfare and safety of service users.

SSI 2011/210 Regulation 14(b) - a requirement to ensure that there is suitable and sufficient equipment.

Nutrition

3. By 10 June 2011 you must ensure that you make proper provision to meet the nutritional needs of service users.

In order to achieve this you must:

- a. Ensure that the menus (including snacks and drinks) are planned to meet the recognised dietary needs of service users.
- b. Ensure that service users or their representatives are appropriately consulted at the menu development stage.
- c. Ensure that the catering arrangements for the management of all special diets in particular high calorie diets and modified food textured diets are reviewed, and that you record your findings and take appropriate action to address the findings
- d. Ensure that staff are trained in the use of the risk assessment tool used in the care home and the training date(s) are recorded
- e. Ensure that staff make appropriate referrals and follow treatment guidance given by visiting professionals.
- f. Ensure that staff complete records about food and fluid intake.

This is in order to comply with SSI 2011/210 regulation 3 - providing a service which promotes quality and respects the independence of service users
SSI 2011/210 regulation 4 (1)(a) - health and welfare.

Infection Control

4. By 10 June 2011, you must

- a. Ensure that you revise your infection control procedures to take account of best practice and implement the revised procedure in the care home.
- b. Ensure that there are comprehensive cleaning regimes in place and clear instructions for all nursing and care staff which include the care and cleaning of equipment.
- c. Ensure that there are supplies of suitable equipment, such as bins, food temperature thermometers, cleaning materials and these are used throughout the care home where necessary.
- d. Ensure that there is a comprehensive system to monitor and record infection control practice, including the cleaning of the care home and that actions are taken to address any identified areas for improvement.
- e. Ensure that a system is in place to monitor and record that the infection control procedure is understood and applied by staff serving and delivering meals.

This is to comply with SSI 2011/210 Regulation 4 (1) (a) - a regulation about health and welfare.

SSI 2011/210 Regulation 4 (1) (d) - a regulation about appropriate procedures for the prevention and control of infection.

Planning of care

5. By 20 June 2011, you must ensure that there is a system in place to monitor that all necessary care to each service user is being delivered and recorded.

In order to achieve this you must:

- a. Ensure that individual care plans demonstrate that care needs are properly assessed and steps are taken to ensure that these needs are met, documented and audited.
- b. Develop written care plans to guide staff on how to meet identified needs. (These must include tissue viability, nutrition, challenging behaviour and personal care and take into account the individual service user's preferences.)
- c. Record in the care plan that the care has been carried out and whether it is effective.
- d. Ensure that the care plans demonstrate that there is ongoing monitoring of each individual service user.
- e. Record any involvement of other professionals in the care plan.
- f. Revise the care plan appropriately when there is a change in the service user's circumstances or preferences.
- g. Ensure that information about a service user is clearly and accurately shared with the service user and, where appropriate, their relatives or representatives and that all communication is documented.

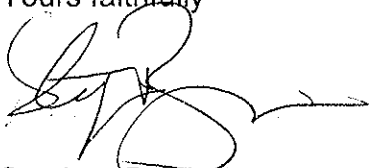
This is to comply with SSI/210 Regulation 5 - Personal plans

Please also 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 of the area in which the service is provided.

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

A handwritten signature in black ink, appearing to read 'Stephen Butcher', with a long horizontal flourish extending to the right.

Stephen Butcher
Inspector Manager
East Area
Tel: 0131 653 4100

cc: Comments and Complaints Co-ordinator, SCSWIS
Regulation of Care Manager, City of Edinburgh Council