

Ms Kathryn Mary Greenburg
The Disabilities Trust
1st Floor 32 Market Place
The Martlets
Burgess Hill
West Sussex
RH15 9NP

Edinburgh Office

Date: 27 January 2026
Name: Kevin Freeman-Ferguson
Email: his.ihcregulation@nhs.scot

Dear Ms. Greenburg

**IMPROVEMENT NOTICE
SECTION 10R NATIONAL HEALTH SERVICE (SCOTLAND) ACT 1978)**

Healthcare Improvement Scotland has concluded that Graham Anderson House, 1161 Springburn Road, Glasgow, G21 1UU is not operating in accordance with requirements or conditions imposed by or under the Act, or the requirements of Regulations made under the Act.

Healthcare Improvement Scotland 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 10S of the Act. The nature of the improvements to be made, and the period within which they must be made, are specified below.

Improvement

1. By **15 March 2026**, you must ensure that appropriate systems, processes and procedures are in place for the management of medications, in particular medicines classified as controlled drugs.
This is in order to comply with Regulation 3(d)(iv) *The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011*
2. By **15 March 2026**, you must improve the standard of recordkeeping in patient care records to ensure that they complete, consolidated, are easily accessible to all staff delivering patient care and include:
 - a) the date and time of every consultation with, or examination of, the service user by a health care professional and the name of that health care professional
 - b) the outcome of that consultation or examination
 - c) details of every treatment provided to the service user including the place, date and time that treatment was provided and the name of the health care professional responsible for providing it and
 - d) every medicine ordered for the service user and the date and time at which it was administered or otherwise disposed of.

This is in order to comply with Regulation 4(2) *The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011*.

3. By **15 March 2026**, you must ensure that all staff are aware of, and working to, their job description, roles and responsibilities to ensure the co-ordination of patient care is efficient and effective.

This is in order to comply with Regulation 3(a) *The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011*.

4. By **15 March 2026**, you must ensure there are effective systems in place to make sure staff follow policies and procedures for managing deteriorating patients.

This is in order to comply with Regulation 3(a) *The Healthcare Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011*.

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 the Healthcare Improvement Scotland proceeding to make a proposal to cancel registration.

A copy of this notice has been published on our website. Local authorities and NHS health board who commission services from Graham Anderson House, 1161 Springburn Road, Glasgow, G21 1UU will be alerted to our action.

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



Kevin Freeman-Ferguson
Head of Regulation